Army Regional Tools (ART)

Users Guide

for CPOC Staffs, CPAC Staffs, Managers, Supervisors, Administrative Officers, Resource Managers, and Personnel Liaisons

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Civilian Personnel Operations Center Management Agency
Training Management Division
Version 2.2 (updated for ART Version 1.1)

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ART Users Guide Changes

Changes: 31 Jan 2003

- **NPA Tracker** chapter has been updated. It now includes an expanded description of the NPA viewer and information about other ART tools that can be used to view NPAs.
- **RPA Tracker** chapter has been updated. It now includes an expanded description of the RPA viewer and information about other ART tools that can be used to view and track RPAs.
- **Review and Analysis** chapter has been updated. It includes coverage of the timeliness reports that are now available (in addition to population statistics).

Changes: 24 Jan 2003

- **Helpdesk**:
  - The Pay Problem Reporting Tool User Guide, previously a separate Word document, has been appended to the end of the Helpdesk chapter.
  - A "related tools" section has been added referring to accessing helpdesk tickets through the My Stuff tool.
- **Inbox Statistics**: "related tools" section has been added referring to accessing Inbox Statistics through the My Stuff tool.
- **My Stuff** chapter has been added.
- **Pay Data** chapter has been added (this is very brief and points to the Pay Problem Reporting Tool section of the Helpdesk chapter).

Users Guide version 2.0, 9 Jan 2003

Changes:

- The ART Users Guide has been revised to match ART version 1.1 which was released to users in late 2002. The basic sequence of the Guide has been changed to match the sequence of entries on the ART main menu.
- References to the "Modern System" and "Modern DCPDS" have been changed to just "DCPDS" (Defense Civilian Personnel Data System).
- The Introduction and Getting Started chapters have been combined into one "Introduction" chapter providing general information about ART and covering logging in, navigating, and the expanded (version 1.1) toolbar.
- Information on **FASCLASS** (now located in the "Centralized Applications" section of this Guide) has been updated and makes reference to the FASCLASS Help system for more information.
- Information on the **SF50 History Database** has been added to the "Centralized Applications" section of this Guide (it was formerly part of the DCPDS Desk Guide).
- The **Employee Data** section has been updated and includes some cross references.
- Limited information about **DCPDS** and the **CSU Application** is now part of the "External Applications" of this Guide. Links are provided to the DCPDS Desk Guide which contains much more extensive information about both these applications.
- The **Inbox Statistics II** chapter has been modified to reflect how this tool works in ART 1.1. Inbox Statistics II is now the default selection for all ART users. The former chapter on Inbox Statistics has been removed since this tool has been superseded by Inbox Statistics II.

Changes: Jan 9, 2003, con't

The following sections are being revised or under development:

- My Stuff
- Pay Problems
- Suspenses

The following sections have remained essentially unchanged from the previous version:

- Gatekeeper (which is part of the DCPDS Desk Guide).
- Helpdesk
- NPA Tracker
- OPF Tracker
- Organization Structure
- Pay Data
- Phone and Email List
- RPA Tracker

Changes: August 26, 2002

The Gatekeeper Checklist section of the *ART Users Guide* has been moved into the RPA section of the Modern DCPDS Desk Guide so that users do not need to refer to both guides when initiating an RPA and a gatekeeper checklist.

Changes: August 16, 2002

Gatekeeper chapter:

- Additional links to more information have been added to the "Using the Gatekeeper checklists with an RPA" step-action table (this is the same table that is used in the Request for Personnel Action section of the Modern DCPDS Desk Guide).
- The role of the CPAC generalist has been clarified as being more advisory.
- The RM role in completing the checklist has been modified to indicate that management can complete RM questions if that is the way the activity works.
- Sample gatekeeper questions: CPAC sample questions have been removed.

Introduction

Contents

This section covers the following topics:

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What are Army Regional Tools (ART)?	6
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ART Users	7
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Purpose and Use of this Guide

This guide provides systematic, step-by-step instructions for using the tools available in ART. The guide is for use by Civilian Personnel Advisory Center (CPAC) staff members, Civilian Personnel Operations Center (CPOC) staff members, managers, supervisors, resource management officials, administrative officers, commanders, and other designated users.

What are Army Regional Tools (ART)?

ART is an integrated, web-based package of applications and links providing access to various automated tools needed to manage the Army civilian workforce.

- ART has its own built-in applications to assist managers and other users in managing the civilian workforce. These include tools to view employee, position, and organizational data, tools to assist in requesting and tracking personnel actions, and many others.
- The ART main menu also provides links to a number of centralized and external civilian personnel management applications, including DCPDS, the CSU Application, FASCLASS, and the SF50 History Database.

See the following table for a brief description of the current tools:

ART Main Menu Selection	Desription
Centralized Applications	Links to FASCLASS and the SF50 History Database
Employee Data	Provides access to data about employees and their position, organization, and personnel actions.`
External Applications II	Links to DCPDS and the CSU Application.

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Gatekeeper	Automated checklist that prompts users to provide information relevant to requested personnel actions. More information is available in the *Request for Personnel Action* chapter of the <u>DCPDS Desk Guide</u>.
Headquarters	Headquarters Army Regional Tools -- ART tools that draw on a combined database from all regions (for MACOMs and other HQ elements).
Helpdesk	Tool used to report and/or work ART problems, pay problems, QC, suspenses, etc. Includes the pay problem reporting tool which is used to report and track problems with employee pay, benefits, or entitlements which has a separate guide which is not yet part of the ART Users Guide (available on the home page of the ART Users Guide (www.cpocma.army.mil/artguide).
Inbox Statistics II	Provides information on timeliness of processing personnel actions (formerly known as the Red-Amber-Green report). This tool can provide consolidated information by region, CPAC location, Command, Inbox Sub-Type, or Inbox Type. It also provides access to individual RPAs.
My Stuff	Provides CPOC personnel with access to Inbox Statistics, Suspenses, Helpdesk, and Organization Structure tools, tailored to the user's organizational location in the CPOC (branch, division).
NPA Tracker	Tracks NPAs (SF50s) processed in modern DCPDS. Provides NPA data, related information (e.g., position data), status, and history.
OPF Tracker	OPF Tracker is a link to the OPF Tracker application, which is a tool used by CPOC and CPAC staff to keep track of the location of employee Official Personnel Folders (OPFs).
Organization Structure	Provides information about organizations, i.e., number of organizations, vacant and encumbered positions, etc.
Pay Data	Provides pay data information such as IVRS interface problems, pay data rejects, pay data reverse interface problems, and pay data transaction (W3L) reports (primarily for CPOC users).
Pay Problems	*This chapter is under development.*
Phone and Email List	Provides phone number(s) and email addresses of ART users in the region. They can be searched by command, user type, CPAC (installation), or name.
RPA Tracker	Tracks RPAs processed in modern DCPDS. Provides RPA data, related information (e.g., position data), status, and history

Review and Analysis	Provides management information such as supervisory ratios, PATCO (professional, admin, tech, clerical, other) breakdowns, minority/non-minority and male/female statistics, etc.
Suspenses	*This chapter is under development.*

Relationship to DCPDS

DCPDS is the system of record for Army civilian personnel. Army Regional Tools (ART) has a direct interface with DCPDS which provides both real-time information and information that is refreshed during overnight updates, depending on the tool. See the sections on specific tools to for more information.

ART Users

Anyone who has access to DCPDS can get access to ART. As with DCPDS, different users have access to different tools within ART and to different sets of records. Supervisors and managers will have access to information for their subordinate employees only. CPAC personnel can only access information relevant to serviced activities at their installation. ART is a web-based program; therefore, users need a browser to access ART.

The Information Systems Division of each CPOC controls the levels of user access. The following is indicative of typical user access:

- CPOC and CPAC Personnelists in all functional areas.
- Managers and supervisors who initiate RPAs and require access to information pertaining to personnel actions, processing times, tracking of RPAs, etc.
- Resource management personnel who are involved in the RPA process.
- Administrative personnel and personnel liaisons who need access to RPA information in order to perform their jobs or who provide personnel related-information to managers and supervisors.

Getting Help

Users should contact their servicing CPAC or the servicing CPOC's Information System Division Help Desk if assistance is needed in accessing DCPDS or ART.

ART Login Process

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Logging in   To gain access to ART, you must have a valid user ID and password. The systems administrator at the CPOC will provide the user ID, password and website address you will need to access the tools. The user ID and password are the same as those used to access the CSU Application. To change your ART password, change your CSU Application password (see the *CSU Application* chapter of the <u>DCPDS Desk Guide</u>).

Step	Action
1	Enter your User ID and Password.
2	Click on **<Click Here to Login>**

3	If this is your first time using ART, see *Initial login (account editor),* page 13 (you will need to enter your phone and email information).
	• Click on <**Proceed into System**> to get to the ART main menu.
	• Click on <**Change User Settings**> to change your phone number(s) or email address (see see *Initial login (account editor),* page 13, below).
	• Click on <**Add to Favorites**> to add the ART Internet address (URL) to your Internet browser's list of favorite websites (you will notice that the browser menu and toolbar are not available when using ART).
	 Army Regional Tools - Login - Microsoft Internet Explorer **Army Regional Tools** **Successful login - Army Regional Tools** User ID: AGMAAASPC021 User Name: WERT GREGORY A IP Address: 130.114.130.99 User Location: NORTHEAST REGION, User Comm Phone Number: 410-306-1729 User DSN Number: 458-1729 User Email Address: greg.wert@cpocma.army.mil Proceed Into System >> Change User Settings Add to Favorites Done Internet
4	You may occasionally receive pop-up messages upon logging in to ART. These are from the system administrator informing you of any scheduled down time, systems maintenance, holiday hours, etc.

Initial login (account editor)

Upon initial login, your ART account will not have phone numbers or an email address associated with it.

- To add your e-mail address and telephone numbers (or to change them if they are incorrect), click on **<Change User Settings>**. Enter the requested information (you can also change the background image on this screen).
- CPOC users should also complete the Branch, Division, and Servicing Region blocks using the drop down menus (this will insure that the data displayed when using the My Stuff tool is appropriate for your CPOC location.
- Once you are done, click on **<Edit Account and Go to Main Menu>**.

Main Menu

Main menu   The ART main menu provides access to the various ART links and tools:
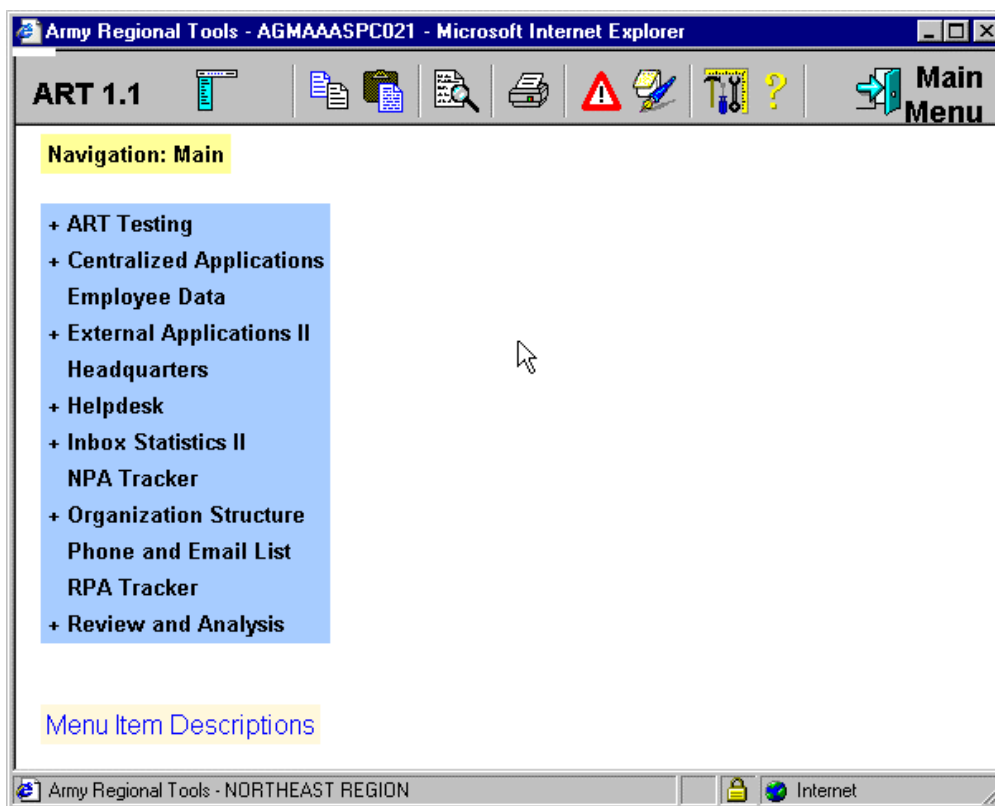
The actual selections on your menu will vary depending on your roles and responsibilities -- managers and supervisors have a somewhat different menu than personnelists, CPAC personnelists have different menu selections than CPOC personnelists.

Navigating in ART   Selections on the main menu that are preceded by a "+" have subordinate menu selections. When you click on one of these items, another menu is displayed. For example, when you click on "Centralized Applications," the following menu displays:

- From here you can select either of the two subordinate selections (FASCLASS or SF50 History Database).
- Notice the Navigation line at the top of the menu. This indicates where you are in the ART menu hierarchy, and you can use any active links in the hierarchy ("Main" in this case) to return to a previous screen.
- Clicking on "Menu Item Descriptions" opens a window that provides a brief description of the menu selections:
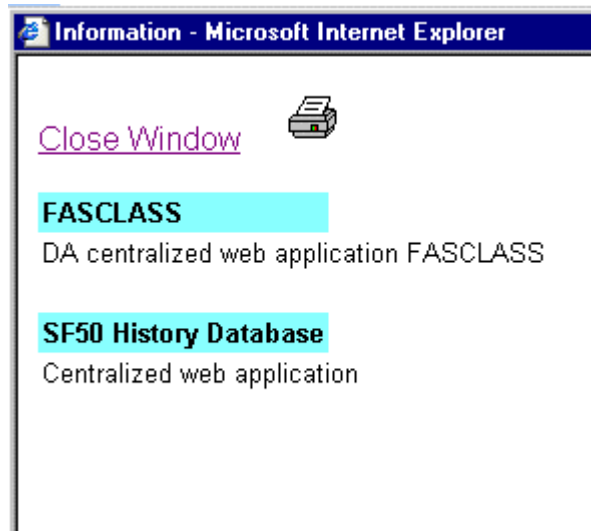
The ART Toolbar

Toolbar

The toolbar provides general information about your location in ART as well as a number of general-purpose icons.
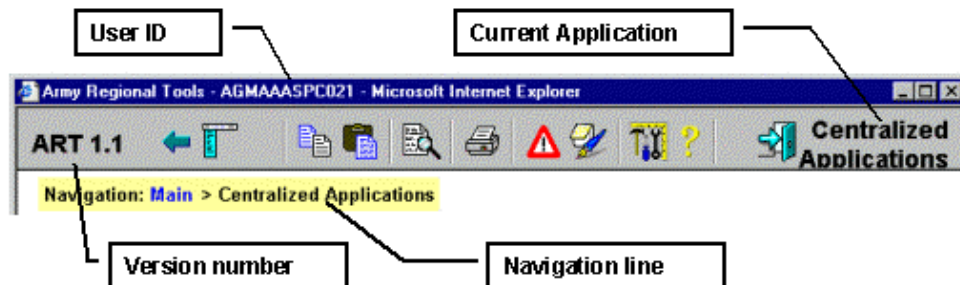
Toolbar Icons:

Icon	Function
←	Return to previous screen (you can also use the links in the navigation line)

	Return to main menu
	Copy
	Paste
	Find
	Print
	Report error (opens a ticket for the Helpdesk where you can report any problems you have encourntered in ART)
	Make suggestion (opens a note to the ART developers)
	User preferences (opens the "Edit Account" window to change your phone number(s), email address, or screen background
	Get help (some topics available, others are under development)
	Exit from ART

Frequently Asked Questions

How can I change my password for ART?

Your ART user ID and password are exactly the same as your CSU user ID and password. If you change your password in the CSU database, your ART password will also be changed. Log in with your new password the next time you log into ART.

How can I get assistance with a problem I encountered while using ART?

ART comes with a "Report Error" icon on the taskbar. Using this icon will generate a helpdesk ticket.

What if I forget my CSU/ART password?

You will need follow your region's procedure for getting your CSU password reset.

How can I navigate from one tool to another?

Once you have logged into ART, you navigate between tools by using the "Back to Main Menu" link and then select the tool you wish to use.

Can I be logged into DCPDS, the CSU Application, and ART at the same time?

Yes. You can be logged into all three applications at the same time. ART provides a link to both DCPDS and the CSU Application. Once you have logged into either of these, minimize your screen to return to the ART screen.

What is Headquarters Army Regional Tools?

Headquarters Army Regional Tools (HART) is an enhanced version of ART. HART is designed for us by HQDA staffmembers, MACOM Civilian Personnel Directorate staff members, and other users who need to see consolidated data.

What is the Employee Data tool, and how can I benefit from using it?

The Employee Data tool provides employee information ranging from elected benefits, position information, organization information, a link to completed NPAs and RPAs, and more.

Terms and Acronyms

Terms and Acronyms   The following are terms and acronyms used in this guide:

Term/Acronym	Definition
ART	Army Regional Tools
CMD or MACOM	Major Command
CPAC	Civilian Personnel Advisory Center
CPOC	Civilian Personnel Operations Center
CPOCMA	Civilian Personnel Operations Center Management Agency
CSU	Civilian Servicing Unit
CSU Application	A read-only extract from the primary database containing records of civilian employees. This application allows the user to view data about a specific employee or to run reports covering a group of employees.
DCPDS	Defense Civilian Personnel Data System. DCPDS is a human resources information system that supports civilian personnel operations throughout Department of Defense. Also referred to as "Modern DCPDS" and "the Modern System."
HQDA or DA	Headquarters, Department of the Army
Legacy DCPDS	The term used to refer to the older version of the Defense Civilian Personnel Data System (DCPDS). The legacy DCPDS is being phased out and replaced by the modern DCPDS.
Modern DCPDS	Modern Defense Civilian Personnel Data System. DCPDS is a human resources information system that supports civilian personnel operations throughout Department of Defense. Also referred to as "DCPDS" and "the Modern System."
NPA	Notification of Personnel Action (SF-50)
RM	Resource Management

RPA	Request for Personnel Action (SF-52)
SF50	Standard Form 50, Notification of Personnel Action
SF52	Standard Form 52, Request for Personnel Action
Smart Number	Tracking number assigned to each Request for Personnel Action.
SSN	Social Security Number

Centralized Applications

Purpose   *Centralized Applications* provides direct access to **FASCLASS** and the **SF50 History Database**. These applications are not part of ART, but are useful in managing Army civilian human resources and hence have been included on the ART menu for users' convenience. They are both maintained at HQDA.

FASCLASS

Connecting to FASCLASS   From the ART main menu, select *External Applications*, then *FASCLASS*.

**Using
FASCLASS**

After accessing FASCLASS, proceed as you normally would to work in this area or to search for the position description of your choice. There are two levels of access to FASCLASS: general, **unrestricted** access which allows you to view position descriptions, and **restricted** access which provides additional capabilities such as creating and editing PDs. Instructions for obtaining a user ID for the restricted access functions of FASCLASS are available in the "Restricted Access" section of the Help menu (see below).

**Help with
FASCLASS**

For Help on using FASCLASS, click on the **Help** link within FASCLASS (on the right side of the blue bar above). This provides access to the FASCLASS Help system which includes an entire User Manual (in PDF format), a downloadable Tutorial, and other basic on-line help information:
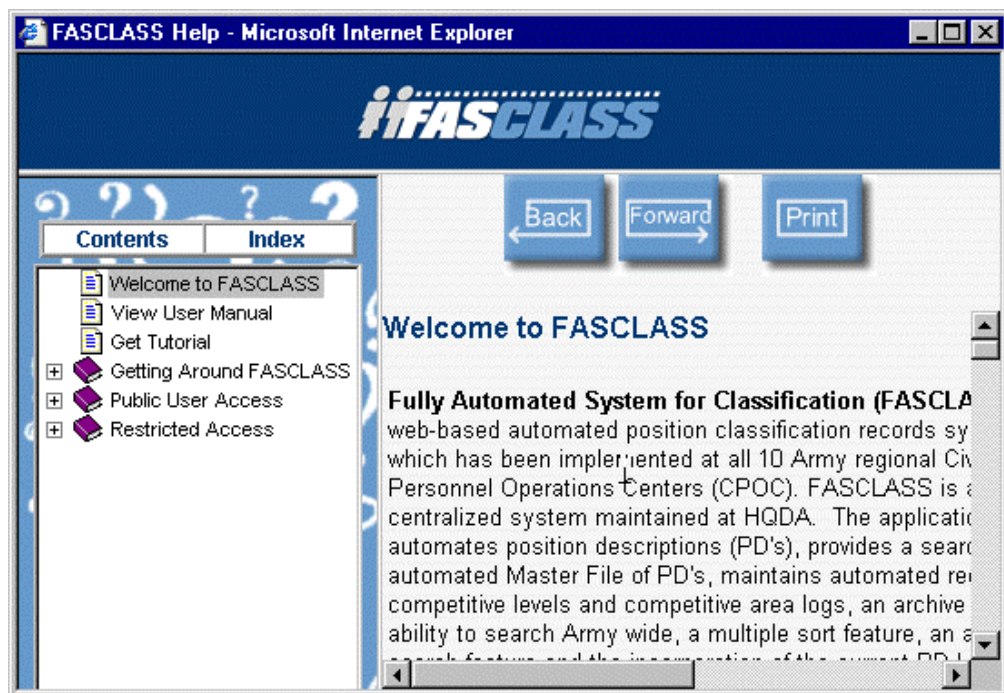
SF50 History Database

Purpose

The "SF50 History Database" is a web-accessed SF50 repository that allows modern DCPDS users to access a library of SF50s of their employees.

- SF50s in the database go back a number of years. SF50s that were generated in the legacy (PPI) system are available, as are all new SF50s that have been and are being generated in the modern DCPDS.
- The SF50s in the database can be viewed on screen, or printed. They are displayed and printed as regular forms.
- SF50s are accessed by employee social security number.

Different tools   There are several different tools available for obtaining SF50 information from DCPDS and related applications. Each has a different purpose:

Application	Description
DCPDS, Civilian Inbox	Allows the user to <u>track</u>, <u>display</u> and/or <u>print</u> an RPA, or an NPA (SF50)* if the RPA has passed through that user's inbox. * NPAs are available once the action has been processed and the effective date has passed.
DCPDS, Processes and Reports	Allows the user to <u>display</u> and/or <u>print</u> an NPA (SF50) or RPA for any employee in the user's organization. Does not allow for tracking an action. Does not require that the action passed through the user's inbox.
SF50 History Database	Allows the user to <u>display</u> and/or <u>print</u> an NPA for any employee in the user's organization. NPAs can come from either the <u>legacy</u> or the <u>modern</u> system.
ART: NPA Tracker	Allows the user to <u>view</u> and <u>print</u> information about any NPA (SF50) processed in modern DCPDS for any employee in the user's organization. Includes <u>tracking history</u> and all the data from the form itself, but <u>not formatted</u> into a "form".
ART: RPA Tracker	Allows the user to <u>view</u> and <u>print</u> information about any RPA processed in modern DCPDS for any employee in the user's organization. Includes <u>tracking history</u> and all the data from the form itself, but <u>not formatted</u> into a "form".

Using the SF50
History
Database

- To use the SF50 History Database, you need a CSU Application account. The same security that is used for your access to the CSU Application is used for the SF50 database (and you log in using the same username and password).
- Follow these steps to access and use the SF50 History Database (the logon screen for this application requires your user name and password, and you must select your region from the drop-down menu):

Step	Action
1	From the ART main menu, select *External Applications*, then *SF50 History Database*.

2	When the SF50 History Database Logon Screen appears, enter your CSU username and password, select your region from the drop-down menu on the logon screen, then click the indicated button:
3	On the SSAN Search Screen, enter the social security number of the employee for whom you are searching (without hyphens), then click on the indicated button. The employee must be part of your organization (one whose record you would normally have permissions to view in modern DCPDS or the CSU Application).

4	Once you enter an SSAN, a listing of the SF50s for that employee displays, as shown. To view any of the SF50s, click on either the [HTML] or [PDF] option in the view column. If you are going to print a hard copy of the SF50, the PDF version provides a better printed copy.
5	Here's a sample of an SF50 being viewed using the PDF (Adobe Acrobat) format. From here you can click on the print icon on the Adobe Acrobat toolbar to print a hard copy.

6	When done, click the <Back> button on your web browser to return to the previous screen (the list of SF50s). Click the <Back> button again to return to the SSAN Search Screen.

Employee Data

Purpose

The purpose of the Employee Data tool is to provide quick and easy access to basic data about employees, including personnel and position data (including their job description), NPA and RPA history, organization information, and similar information. This data is refreshed from the DCPDS database nightly (so it can be up to one day old).

Other sources of employee data
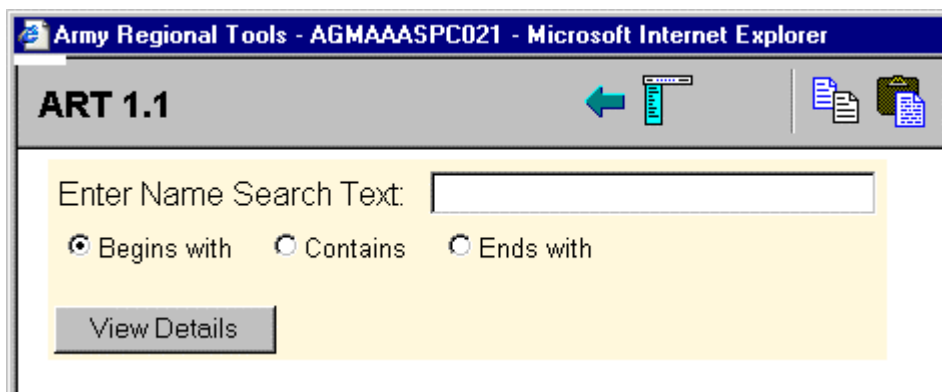
Although the Employee Data tool is very easy to use, there are occasions when you may need to use other sources to find the information you want. Additional information about employees is also available from the following:

Application	Description
DCPDS	Contains detailed information about employees, the source from which the data for all other tools flows. Database of record, so this data is real time. However, it is not always easy to locate specific information. For more information see the *Retrieving Information* chapter of the <u>DCPDS Desk Guide</u>.
CSU Application	A read-only source of information about employees, similar to the Employee Data tool but with somewhat different types of data available. For more information see the *CSU Application* chapter of the <u>DCPDS Desk Guide</u>.

Accessing Employee Data

To access the Employee Data tool, select <**Employee Data**> from the ART main menu. On the search screen that displays, enter some or all of the employee's last name, and click <**View Details**> (note, you can also search by another part of the name using the "Contains" or "Ends with" radio buttons, e.g., if you enter a first name in the search block, click on the "Contains" radio button before clicking <**View Details**>):

If the name you entered has more than one match you will see a listing of matching names, together with their installation (CPAC) and pay plan, series, and grade. Click on the name of the employee from this list.

Types of employee data

Once the employee's record has been retrieved, click on any of the links to view data or more options.

Sample data screen

For instance, clicking on the Employee Information link displays the following screen, with a number of additional radio buttons to view SCD, TSP, WIGI, NTE data, etc. There are also links to position data, the job description, organization structure, NPA/RPA History, and pay data (used primarily at the CPOC).

External Applications II

Purpose   *External Applications* provides direct access to **DCPDS** and the **CSU Application**. These applications are not part of ART, but are included on the ART menu for users' convenience.

For detailed information about DCPDS, refer to the <u>DCPDS Desk Guide</u>. For detailed information about the CSU Application, see the *CSU Application* chapter in the <u>DCPDS Desk Guide</u>.

DCPDS

Connecting to DCPDS   From the ART main menu, select *External Applications*, then *Modern DCPDS*. You must have a separate user ID and password to log in to DCPDS.

CSU Application

Connecting to the CSU   From the ART Main Menu, select *External Applications*, then *CSU Application*. You must have a user ID and password to log in to the CSU Application. This is the same user ID and password as you use to log in to ART. To change your ART password, change it in the CSU Application; the change will also affect your password when logging in to ART.

Gatekeeper

Gatekeeper instructions

Information about the Gatekeeper checklists has been moved to the _Request for Personnel Action (RPA)_ chapter of the <u>DCPDS Desk Guide</u>. This chapter contains step-by-step instructions for initiating an RPA with a Gatekeeper Checklist, instructions for completing the checklist, and descriptions of the types of questions asked by different checklists.

What is "Gatekeeper"?

The "Gatekeeper" is an automated checklist that complements the functions of DCPDS. The Gatekeeper concept is to make sure the CPOC has all the information needed to process an action without having to go back and forth to the initiator of the action. Gatekeeper is easy to use and is responsive to customers' needs. Gatekeeper provides a standard, efficient and simple way for management to provide information about a personnel action that would otherwise require an attachment to the RPA.

Headquarters Army Regional Tools (HART)

Purpose	Headquarters Army Regional Tools (HART) provides Army- or command-wide access to information for use in recruitment status reports, individual personnel actions, employee data, etc. It is intended primarily for HQDA or Major Army Command (MACOM) staff members who need a view of the Army civilian population that crosses regional boundaries.
	The tools available in Headquarters ART are the same, and work the same, as their corresponding tools in ART, except that the data comes from a centralized database that crosses regional boundaries.
Accessing HART	To access Headquarters ART, select *Headquarters* on the ART main menu (you must have this permission in your ART account, and your access to records will vary depending on your organizational location – HQDA users have access to all Army, MACOM users have access to that MACOM, etc.). When the next screen displays, click on the <**Proceed into System**> button to display the HART main menu:
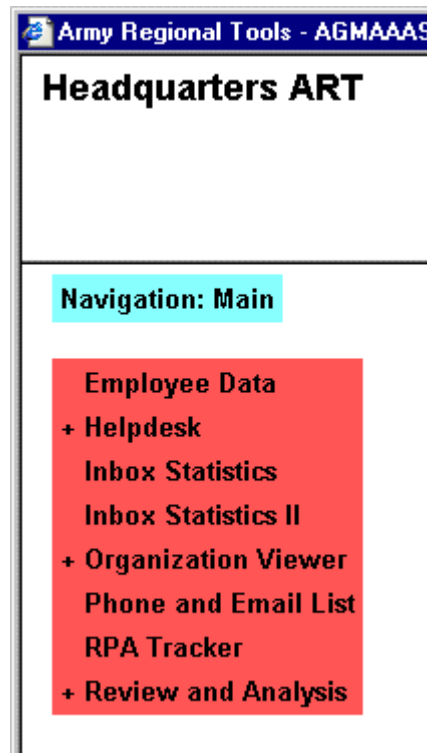
Individual tools   The selections on the Headquarters Army Regional Tools (HART) menu are listed below. Cross references are provided to the appropriate section of this Guide (covering the ART counterpart of each tool), but you need to keep in mind that when using HART, data will be more extensive.

Employee Data, page 25	Includes information on an employee such as current benefits elections, TSP, WIGI due dates, retained grade/pay information, position description, NPA and RPA Histories, etc.
Helpdesk, page 32	Tool used to report and/or work ART problems, pay problems, QC, suspenses, etc.
Inbox Statistics	Red, Amber, Green (RAG) Report that provides information on timeliness of processing personnel actions. This is an earlier version of this tool that is being replaced.
Inbox Statistics II, page 64	Red, Amber, Green (RAG) report that provides information on timeliness of processing personnel actions.. This tool can provide consolidated information by region, CPAC location, Command, Inbox Sub-Type, or Inbox Type.
Organizational Structure, page 85	This tool provides information about organizations, i.e., number of organizations, vacant and encumbered positions, etc.
Phone and Email List, page 96	Provides phone number(s) and email addresses of ART users in the region. They can be searched by command, user type, CPAC (installation), or name.
RPA Tracker, page 97	Tracks RPAs processed in modern DCPDS. Provides RPA data, related information (e.g., position data), status, and history
Review and Analysis, page 105	Provides management information such as supervisory ratios, PATCO (professional, admin, tech, clerical, other) breakdowns, minority/non-minority and male/female statistics, etc.

Helpdesk

Contents   This section covers the following topics:

Purpose

Purpose   Helpdesk is used to report problems, including application problems with DCPDS or ART, employee pay problems, or RPA problems such as a mis-routed RPA. Problems reported thorugh the Helpdesk are forwarded to the appropriate person or section within the CPOC for resolution.

Reporting on and working pay problems is done through the Helpdesk tool. A special section at the end of this chapter provides details on the processes for using this part of the Helpdesk tool. Although it specifically addresses procedures pertaining to pay problem reporting, these procedures are also applicable to other types of problem reporting.

Related tools   CPOC users can access Helpdesk information using **My Stuff**, which is another way to access helpdesk tickets and other ART tools but they are tailored to each user's organizational location (for example, the user sees helpdesk tickets pertaining to his/her branch or division only).   See *My Stuff,* page 73.

Accessing the Helpdesk

Helpdesk   The user may access the Helpdesk feature in ART by logging into the ART tools; select <**Helpdesk**> (Figure 11-1) from the Main Menu.
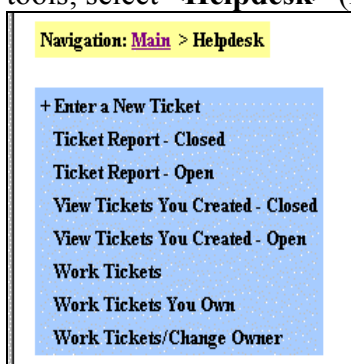
Figure 11-1. Helpdesk Menu.

At this screen, select from the listing of Helpdesk tools, then click on the desired topic.

NOTE: A "+" preceding the tool indicates there are sub-menus for that tool.

Enter a New Ticket

Entering a New Ticket   Users may access this function by following the steps listed below:

Step	Action

1	Select <**Enter a New Ticket**> (Figure 11-2) from the Helpdesk menu. At this point, you may select from the three (3) menu items. Click on the item and proceed.
	Navigation: Main > Helpdesk > Enter a New Ticket
	+ ART Problem + Pay Problem + RPA Problem
	Figure 11-2.
	Example: After clicking on <**Enter a New Ticket**>, select <**ART Problem**> from the sub-menu. The next screen give three (3) options (Figure 11-3). Select <**Report Error**>.
	Navigation: Main > Helpdesk > Enter a New Ticket > ART Problem + Report Error Request Guidance/Assistance + Suggestions
	Figure 11-3.
2	After selecting <Report Error>; the next screen will provide a listing of the various ART tools (Figure 11-4). Select the ART tool that you are experiencing troubles.
	Navigation: Main > Helpdesk > Enter a New Ticket > ART Problem > Report Error ART Applications - Admin Art Administration CSU Demo Job Number Log External Applications FASCLASS - Classifier FASCLASS - User Gatekeeper Helpdesk Inbox Statistics Job Number Log Legacy Tracker Modern DCPDS NPA Tracker OPF Tracker Organization Structure
	Figure 11-4.

3	Report the type(s) of problem(s) that you are experiencing (Figure 11-5).
	Control: ZZWEBER Problem: Report Error Ticket History Sub Problem: ART Comments: [ ] [Submit] Figure 11-5. Click on <**Ticket History**> to review previously submitted tickets.
4	The steps for <**Request Guidance/Assistance**> or <**Suggestions**> are essentially the same as indicated above.

Ticket Report – Closed

**Ticket Report -
Closed**

Follow these steps to use this feature:

Step	Action
1	Click on <**Ticket Report - Closed**>. At the next screen, you may select how you wish to view the closed ticket report (i.e., Division, CF Branch, CPAC, CMD, Error Type, Creator, or by owner.
2	Select from the list as indicated above. Click on <**View Details**> at the bottom of the screen to see all closed ticket reports for the selected area.
3	You may click on the <**Ticket #**> to view the complete ticket report.

Note: The tickets are colorized according to the time in the personnel office.

Ticket Report – Open

**Ticket Report –
Open**

Click on <**Ticket Report – Open**>. Follow the same steps as above to use this feature.

View Tickets You Created – Closed

View Tickets You Created - Closed   Click on **<View Tickets You Created – Closed>**. Follow the same steps as above to use this feature.

View Tickets You Created – Open

View Tickets You Created - Open   Click on <**View Ticket You Created – Open**>. Follow the same steps as above to use this feature.

Work Tickets

Work Tickets   Users of ART and Modern DCPDS may use work tickets to report problems or issues with the ART Tools and DCPDS. Follow these steps to use this feature.

Step	Action
1	Click on <**Work Ticket**>. At the next screen, you may select how you wish to view the work ticket report (i.e., Division, CF Branch, CPAC, CMD, Error Type, Creator, by owner, or by assignment.
2	Select from the list as indicated above. Click on <**View Details**> at the bottom of the screen to see all work ticket reports for the selected area.
3	You may click on the <**Ticket #**> to view the complete ticket report.

Work Tickets You Own

Work Tickets You Own   Click on <**Work Tickets You Own**>. Follow the steps as listed above to use this feature.

Work Tickets/Change Owner

Work Tickets/Change Owner

Follow these steps to use this feature:

Step	Action
1	Click on <**Work Tickets/Change Owner**>. At the next screen, you may select how you wish to view the ticket reports (i.e., Division, CF Branch, CPAC, CMD, Error Type, Creator, by owner, or by assignment.
2	Select from the list as indicated above. Click on <**View Details**> at the bottom of the screen to see all work ticket reports for the selected area.
3	You may click on the <**Ticket #**> to view the complete ticket report.

Pay Problem Reporting Tool

Introduction

Purpose

The Pay Problem Reporting Tool is a part of the ART Helpdesk.

The Pay Problem reporting tool in ART will be used to report pay problems for corrective action. Only problems that meet the definition of a pay problem should be reported using this tool. All issues that have not yet impacted pay but will in the next pay cycle, as well as corrections that do not impact pay should be reported to your CPOC POC. The data recorded in this database will be used to keep all parties informed of the status of the request and for analysis to determine trends of pay problems. The ultimate goal is to identify recurring pay problems, determine the causes, and prevent them.

Pay problem definition

A legitimate pay issue, reported to the automated payroll problem reporting system that impacted salary, entitlement, or benefits. This would include any issue when the paycheck or leave is either too little, too much, or too late. Examples include invalid SCD that impacts the amount of leave accrued; missing WGI; no check for a new hire. Examples that are not pay problems: questions about when a WGI is due; timekeeper recorded the wrong amount of leave or hours worked.

Pay problem resolution timeframes

The CPOC will attempt to complete their action required to correct reported pay problems within 2 weeks of receipt. Some resolutions are more complex and will require a longer time period. The status of the action will be reflected in the ticket.

Responsibilities

- **CSRs:** will forward all non-personnel related DCPS issues directly to the Action Request System (ARS) Remedy for pay technician resolution. They will forward all personnel pay problems to the CPACs for validation as a pay problem.
- **CPACs**: will ensure that tickets meet the definition of a pay problem and are entered into the Pay Problem Reporting tool.
- **CPOCs**: will receive pay problem tickets and resolve them in the prescribed timeframes. If necessary, they will report DCPS pay problems directly into the Action Request System (ARS) Remedy. They will close tickets when the fix to the reported issue has been confirmed via DCPS (regardless of who has to perform the fix).
- **DFAS**: will work all ARS Remedy tickets and resolve them in their prescribed timeframes.
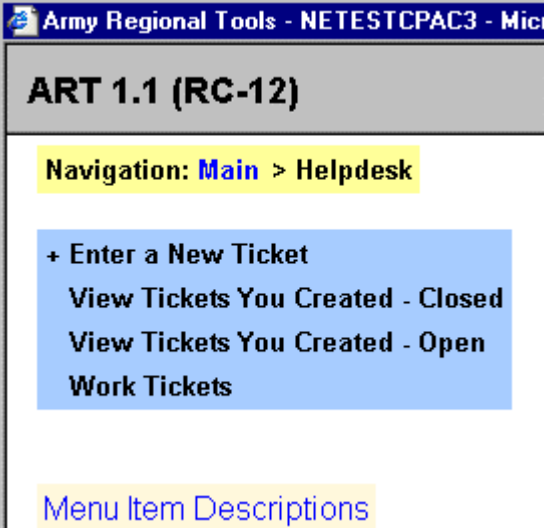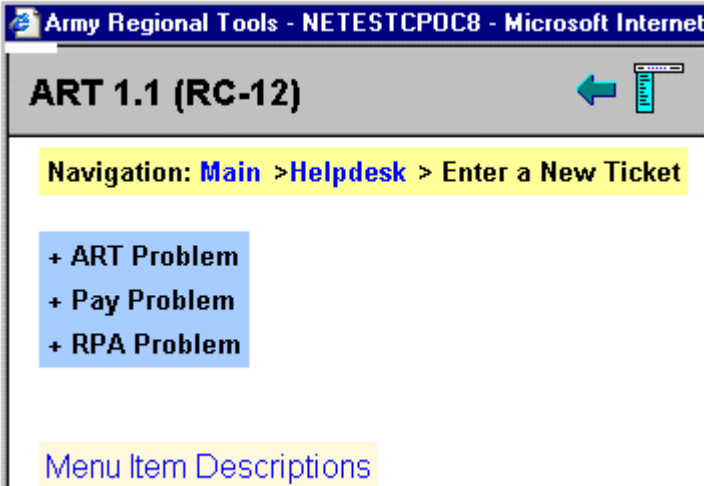
Reporting Pay Problems in ART

Who reports problems?

At this time, all CPACs are invited to enter pay problems into the Pay Problem Reporting Tool in ART when these problems are identified or forwarded by management. CPACs wishing to participate in using the Pay Problem Reporting Tool should contact their CPOC POC before they start using it so that the CPOC personnel are aware to start checking for them.
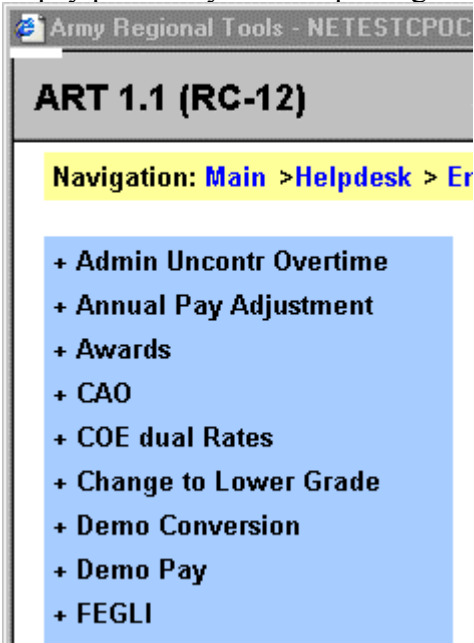
Reporting steps   Follow these steps to report a pay problem:

Step	Action
1	Select **Helpdesk** from the ART main menu.

2	From the Helpdesk menu, select Enter a New Ticket:
	
	Army Regional Tools - NETESTCPAC3 - Mic
	
	ART 1.1 (RC-12)
	
	Navigation: **Main** > Helpdesk
	
	+ **Enter a New Ticket**
	   View Tickets You Created - Closed
	   View Tickets You Created - Open
	   Work Tickets
	
	Menu Item Descriptions

3	From the Enter a New Ticket menu, select Pay Problem: **Army Regional Tools - NETESTCPOC8 - Microsoft Internet** **ART 1.1 (RC-12)** Navigation: **Main** >**Helpdesk** > Enter a New Ticket + **ART Problem** + **Pay Problem** + **RPA Problem** Menu Item Descriptions

4	Select the type of pay problem you are reporting:
	  ART 1.1 (RC-12) Navigation: Main >Helpdesk > Er + Admin Uncontr Overtime + Annual Pay Adjustment + Awards + CAO + COE dual Rates + Change to Lower Grade + Demo Conversion + Demo Pay + FEGLI • This should reflect what you believe the problem to be -- the CPOC will be able to change this to reflect the actual issue involved. • If you don't know what to use, read the Menu Item Descriptions at the bottom of the list. If you still do not find an option that is applicable, choose "Other." • Make sure that you only include pay problems (see the Pay Problem Definition above). • If you are trying to report a problem that will occur on the next pay check if not fixed before then, do not use this system -- instead contact your CPOC POC (ex: new hire is not in DCPS for timekeeping).

5	Enter the SSN of the employee, then click <Submit> to retrieve the record of the employee who is experiencing the problem. If you do not know the SSN, click on the <Name Lookup> button to find the SSN.

6	If there are other OPEN Pay Problem tickets for this employee, they will display on a table such as seen below, otherwise proceed to step 7. If the same problem that you are reporting has already been reported, place a note on the open ticket rather than starting a new ticket (click on the Ticket # to open the ticket and add your note). To see closed tickets for this employee, click the <Closed> radio button.
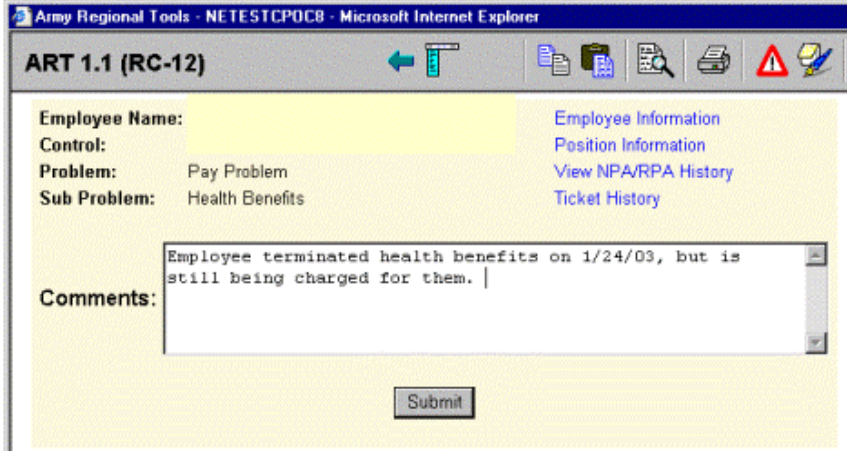
7	The problem reporting screen displays. Type the specifics of the pay problem in the "Comments" box, then click <Submit>.
	• Include the RPA/NPA number that reflects the problem, if applicable.
	• Provide any additional information you might have that might help in researching the cause of the problem. Examples: "The employee is no longer eligible for grade retention, but current pay adjustment reflects he/she is still on grade retention"; "Employee is duty stationed in Germany, but is not receiving LQA"; "Employee is being charged for Health insurance, but has terminated their election"; "RPA 02NOVBGMDDAAA0002 (a 721 Reassignment effective 3 Nov 2002) placed John Doe on the wrong geographic location code which impacts the salary. The salary should be based on GEOLOC 178023334 with base salary $64,430". Click <Submit> when you are finished adding your comments.
	• Employee Information, Position Information, NPA/RPA History, and Ticket History is available via the links on the upper right side of the window (ticket history will show any other issues that have been reported either by system processes or by problems reported to the Pay Problem reporting tool. If there are no tickets on the employee, you will not be able to click on it).
	• The CPOC will monitor the reported Pay Problem Tickets and assign them to be worked by a particular team/individual. They will also have the capability to mark the ticket as "not a pay problem" if the definition of Pay Problem is not met.

Viewing Pay Problems in ART

Viewing steps   You can use the Helpdesk application to view the status of the tickets that you created, and can also add notes to the ticket. Follow these steps to view and/or annotate a pay problem ticket:

Step	Action
1	Select Helpdesk from the ART main menu, then select View Tickets You Created - Open (or View Tickets You Created - Closed). If you look for your ticket under OPEN and do not find it, look under CLOSED. If it is found in the CLOSED area, you will see how the problem was resolved. Often the CPOC will be able to fix the problem directly, if so, this will be annotated and the fix should be reflected in the next pay cycle. If processing outside the CPOC is required (e.g., action required by timekeeper, CSR, or pay technician), it will be annotated. In these cases, the corrective action may take longer. When viewing tickets, you can also add notes to the ticket (see step 5 below). The CPOC user will resolve the issue and place notes on the ticket indicating what action was done. The CPOC will not close the ticket until the pay problem has also been fixed in DCPS. If the submitter does not agree with the resolution or has additional questions, the submitter can place a note on the ticket and add their question. This note will flag the CPOC to relook at the ticket. If the action has been forwarded to a pay technician, CSR, or timekeeper for further action, the ticket will be marked as such and not closed until the employee receives his/her pay/entitlements.
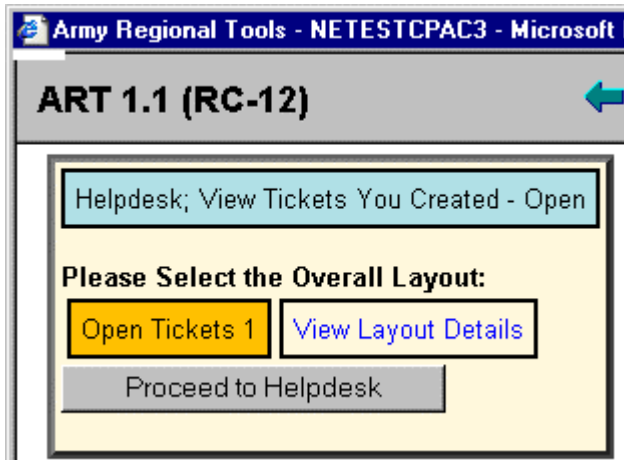
2	On the Layout Options screen, click on <**Proceed to Helpdesk**>:
3	Click on the "Ticket Type" radio button to see your tickets sorted by ticket type, then select "Pay Problem":
4	Click on <View Details> to see a list of your open pay problem tickets:

5	Click on the ticket number of the ticket you want to view. Add any notes that may be applicable to the ticket in the "Enter Notes Below" Block, then click on <**Submit Notes**>.

Assigning Pay Problems in ART

Assignment steps
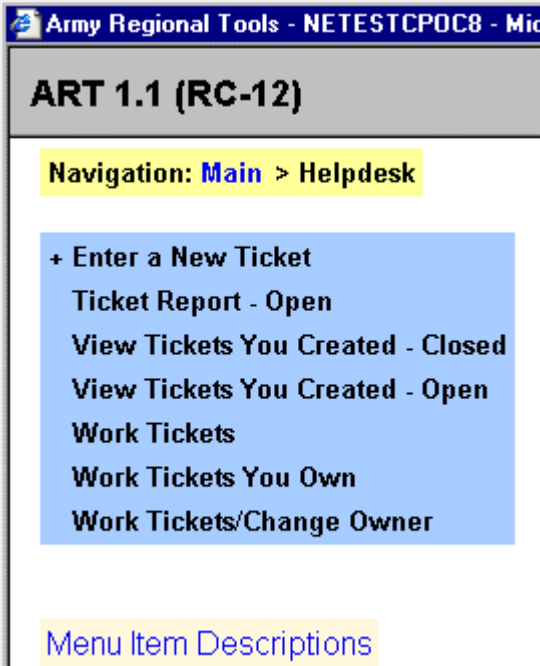
This phase of Helpdesk processing is done by designated person(s) in the CPOC: once pay problem tickets have been submitted, they are assigned to a specific individual or team in the CPOC for working. Follow these steps to assign incoming pay problem ticket(s):
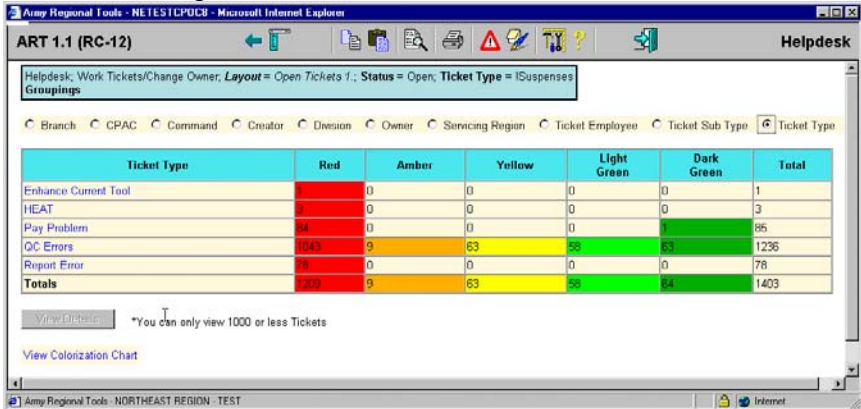
Note: illustrations used in this Guide are from a testing database and do not reflect appropriate ticket ages (i.e., most of the tickets are in the "red" range meaning they are quite old). New pay problem tickets should be assigned within the CPOC, and worked, promptly after they are submitted.

Step	Action

1	Select Helpdesk from the ART main menu, then select Work Tickets / Change Owner. Note, the "Work Tickets" selection allows you take ownership of tickets yourself, they do not need to be assigned to you.
2	On the Layout Options screen, click on the <Proceed to Helpdesk> button (this screen is not shown). By default, open tickets are displayed by CPOC branch. Click on the <Ticket Type> radio button at the top of the screen:

3	Select Pay Problem. On the next screen (this screen is not shown), click on <View Details>. A list of open pay problem tickets displays.

4	Sorting: By default, tickets are listed by opened date (oldest first), then by employee name. Depending on how your CPOC works in assigning tickets, it may be more convenient to re-sort the tickets by different column(s), for instance, you can re-sort by ticket owner so that all unassigned tickets (assigned to "(Not Owned)") are listed together, or re-sort by ticket sub-type so that all "WIGI" problems are listed together. To do this, click on the <Resort Data> button at the bottom of the list and re-arrange the sort fields:
	As an example, to change the sort order to "Owner," remove each of the items in the "Sort by" (right side) column by clicking on them, then clicking the <remove> button, then click on "Owner" in the "Columns" (left side) side and click on the <Sort by> button. Use the up- and down-arrows to the right of the "Sort by" column to further rearrange the sort fields if you are sorting by more than one. When you have selected the desired sort order, click the <Go to Report> button to return to the listing of open tickets (in the new sequence).

5	Once the tickets are sorted to your satisfaction, click on the <Change Owner> button for each ticket that you are going to assign. The ownership window displays.
	• Each ticket must be individually assigned.
	• Select the user to be assigned the ticket from the drop down list. Use the guidelines provided at your CPOC for who should be assigned each ticket. The list of names that you have available is governed by the access granted to your USERID. Contact the local ART System Administrator if you do not see the appropriate personnel on the list.
	• Once you have selected the assignee, click the <Submit> button.
6	Repeat this for each ticket to be assigned.
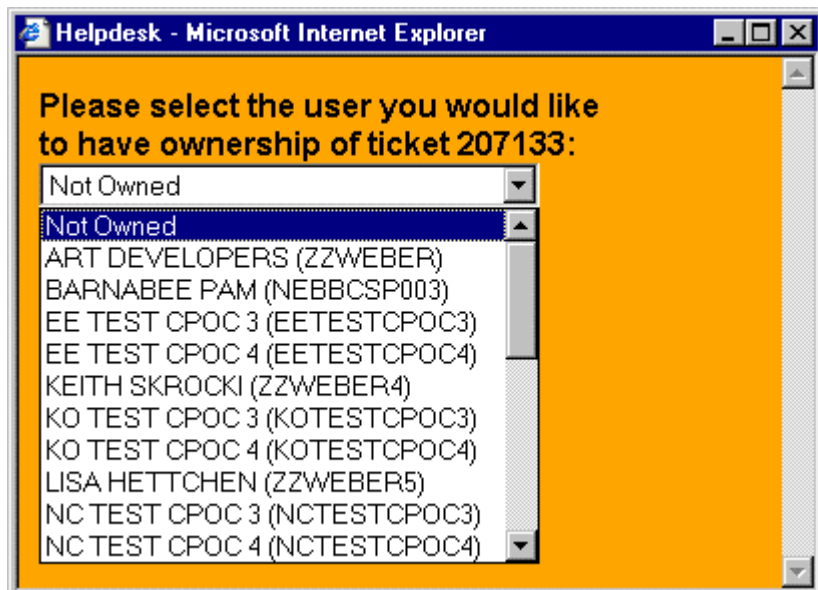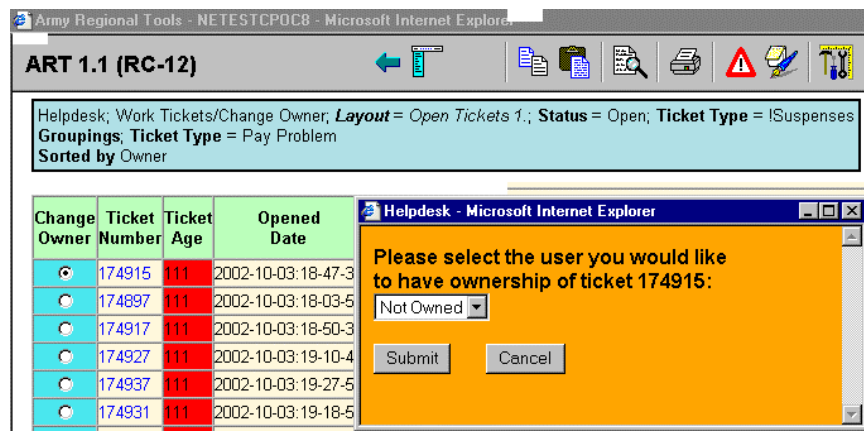
Working Pay Problems in ART
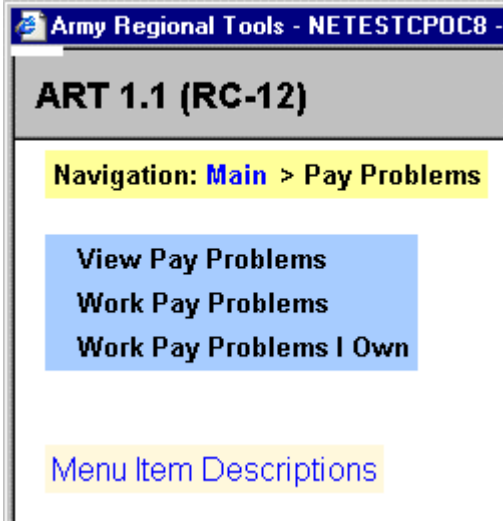
Steps for working problems

This phase of Helpdesk processing is done by designated person(s) in the CPOC. Follow these steps to work a pay problem ticket:

Note: illustrations used in this Guide are from a testing database and do not reflect appropriate ticket ages (i.e., most of the tickets are in the "red" range meaning they are quite old). New pay problem tickets should be assigned within the CPOC, and worked, promptly after they are submitted.

Step	Action

1	Select Pay Problems* from the ART main menu, then select Work Pay Problems I Own.
	• **View Pay Problems** is an option available for non-CPOC employees to view the pay problems. They can add notes to pay problem tickets.
	• Select **Work Pay Problems** to see all the open tickets that have been received. This option is for CPOC users to take ownership, assign ownership, and work pay problem tickets, as well as supervisors or employees assigned to track status of pay problems. The user will be able to add notes which will be "marked" for the user assigned to work the ticket the next time the user signs on. The "mark" is a mail slot with a letter sticking out of it on the ART toolbar.
	• Select **Work Pay Problems I Own** to get tickets already assigned to you for working, resolving, and closing (for CPOC users) (this option will be used in this Guide).
	* Note: This section is accessing pay problems via the Pay Problems selection on the ART main menu. The Helpdesk selection will allow you to do the same thing. The primary difference is that going through the Pay Problems selection filters the Helpdesk tickets to only show tickets that are in the Pay Problem category.

2	On the Layout Options screen, click on the <Proceed to Helpdesk> button (this screen is not shown). When the list of tickets displays (this screen is not shown), click the <View Details> button to display your list of tickets. • Ownership: If you are using the Work Pay Problems selection, you have access to all the open pay problem tickets in your CPOC. These tickets may or may not have been assigned to you. If not, you must take ownership in order to work them by using the "Change Owner" button on the table. • Optional display order: When the table displays (in Branch order by default), click on the <Ticket Sub Type> radio button at the top of the screen to sort the tickets by type of problem (or by any of the other sort options), and then select the desired sub-type.
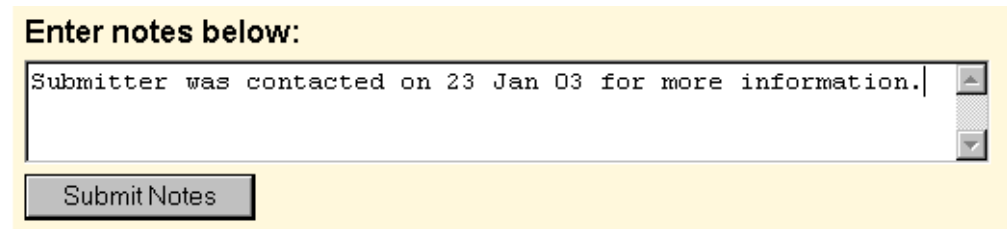
3	Click on the ticket number of the ticket you are going to be working on to display the ticket itself.

4	The information describing the problem will be in the "Comments made" section. Using the information provided on the ticket, plus research capabilities on the page (Employee information, Position Information, View NPA/RPA History, and ticket history) and DCPS inquiries, determine the cause of the problem and the resolution required. Available actions at this point are (these are covered in the following sections): • Provide interim information • Change ticket type • Reassign ticket • Identify fix (cause, NOA, and resolution) • Close the ticket

Interim information, changing type, reassigning

Provide interim information

Enter status notes in the "Enter Notes Below" section (example: called submitter for more information) and click <Submit Notes>.

Enter notes below:

Submitter was contacted on 23 Jan 03 for more information.
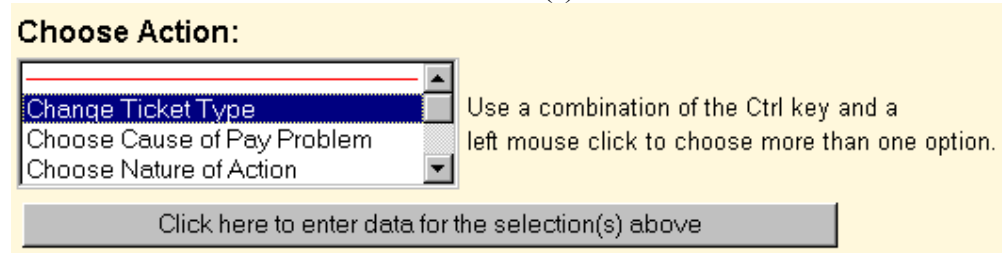
Submit Notes

When information is added to the ticket, a notification is sent to the originator (mail slot with a letter sticking out of it will appear in the ART toolbar).

Change ticket type

This option is used to change the ticket to a different sub-type of pay problem, or to a different type of problem ticket altogether (not a pay problem). If the ticket type is changed, it will no longer belong to you, and you will have to take ownership of the ticket again if you are going to continue to work on it.

Under the "Choose Action" block, click on Change Ticket Type, then click <Click here to enter data for the selection(s) above>:

Choose Action:
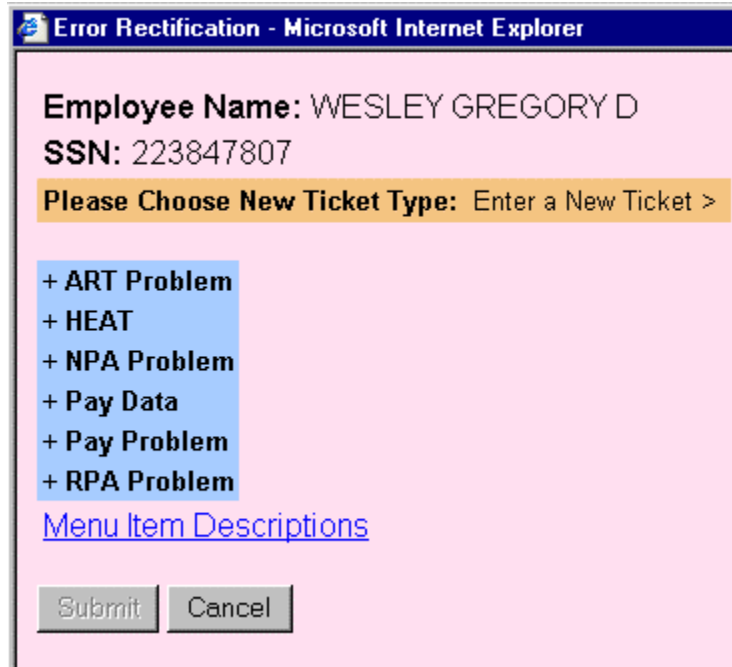
Change Ticket Type
Choose Cause of Pay Problem
Choose Nature of Action

Use a combination of the Ctrl key and a left mouse click to choose more than one option.

Click here to enter data for the selection(s) above

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Select the correct ticket type from the list (descriptions follow):
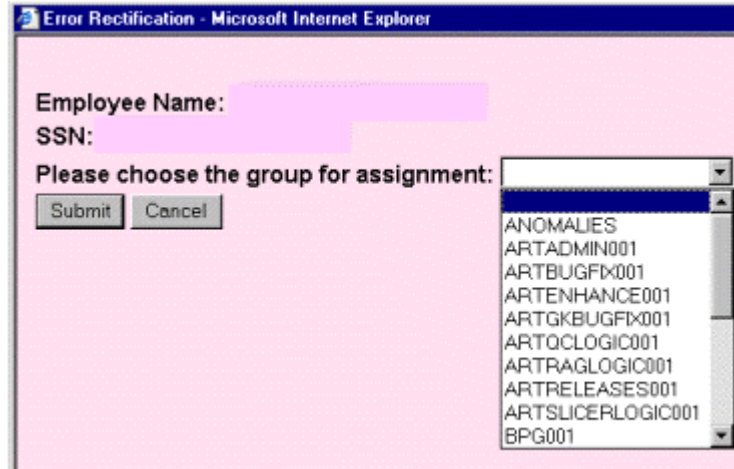
- ART Problem: Choose Request Guidance/Assistance: use if the ticket submitted does not meet the definition of a pay problem (see *Pay problem definition,* page 37).
- HEAT: not used at this time.
- NPA Problem: choices are "incorrect data", "missing data", and "other problem". This choice reflects a problem on the NPA that requires action, but did not cause a pay problem. Examples: wrong step but the correct salary. Wrong SCD for leave, but doesn't impact leave accrual. Note: these tickets still need to be resolved; however, they are not as time critical as pay problems.
- Pay Data:
- Pay Problem: Click on Menu Item Descriptions to see definitions of pay problem choices. Once the ticket is changed to a different sub-type of pay problem, the user must take ownership of the new type of ticket created.
- RPA Problem: "RPA has been mis-routed" does not cause a pay problem, but requires assistance.

Reassign ticket   Use this option to assign the ticket to a different group (to assign to a different person, use the Work Tickets-Change Owner option from the Helpdesk menu). Under the "Choose Action" block, click on Reassign Ticket, then click <Click here to enter data for the selection(s) above>:
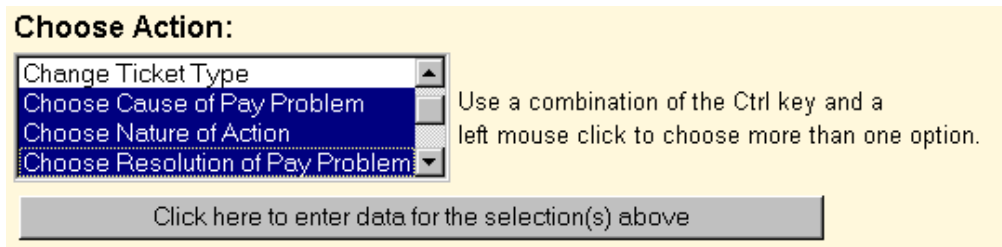
Click on the drop down menu, select the group to which the ticket should be assigned, and click <Submit>.

Identifying the fix and closing

Identify fix (cause, NOA, resolution)   When you have fixed the problem, you need to document the cause, NOA, and resolution before you can close the ticket. This is done by selecting these items from the "Choose Action" block of the ticket. They can be entered individually or all at once; to enter all at once, hold the CTRL key while clicking on these items:

Once selected, click the <Click here to enter data for the selection(s) above> button to display the screen for inputting the information for the selected item(s). When you have completed all the items (whether selected individually or as a group), click the <Submit> button to update the ticket.

Cause of pay problem

Identify what condition caused the pay problem, using the drop down list. This will be used to identify trends of problems for possible future training or system changes. If the pay problem was inherited from another CPOC, change the radio button to "Yes" (otherwise leave as "No").

NOA   Identify the nature of action of the personnel action which caused the pay problem This will be used to identify trends of problems for possible future training or system changes:

Also identify the effective date of the personnel action (hint, when selecting the year, if you click on the "2" key on your keyboard you will jump quickly to the "2000" area):

Resolution   Select the appropriate resolution from the drop down list, and include the action office that corrected the problem:

Please choose the resolution of this Pay Problem:

Please choose who fixed this Pay Problem:

Submit Cancel

Correction Processed
Cancellation Processed
Update MDCPDS
Payroll Regeneration
DFAS Remedy Ticket
Mail to PRO
Fax to PRO

Please choose the resolution of this Pay Problem: Update MDCPDS

Please choose who fixed this Pay Problem:

Submit Cancel

CPOC
Payroll Tech
CPAC
CSR

Closing the ticket   Do not close the ticket until after you confirm that the problem is fixed both in personnel and in payroll. If the action was forwarded to payroll or CSR for the actual correction, leave the ticket open until the correction is actually made. Once the correction is confirmed, highlight the "See Notes" in the Chose Action Box, select the radio button for "Close" (in answer to the question "What do you wish the status of the ticket to be?") and click the <Submit Response> button to mark the action closed:

Choose Action:

Choose Nature of Action
Choose Resolution of Pay Problem
Reassign Ticket
See notes

Use a combination of the Ctrl key and a left mouse click to choose more than one option.

What do you wish the status of this ticket to be? ○ Open ◉ Closed

Submit Response

Once closed, the problem ticket will no longer appear on the Open Tickets list.

Running Pay Problem Reports

Reporting steps Reports of open pay problem tickets can be produced through ART with the output in a Microsoft Excel spreadsheet to allow for more flexibility in reviewing and analyzing pay problem tickets (at this time there is no capability of using this process to view closed pay problem tickets; this will be provided in the future). Follow these steps to prepare a report of pay problem tickets:

Step	Action
1	Select Pay Problems from the ART main menu, then select View Pay Problems.
2	Click on the \<Proceed to Helpdesk> button.
3	At this point, you can select how you view the tickets. ART allows you to select on any of the radio buttons on the Details screen. Click on the radio button by your first selection. The following selections are provided on the first screen: • Branch • CPAC • Command • Creator • Division • Owner • Servicing Region • Ticket Employee • Ticket Sub Type • Unit Identifier Once your selection appears, you can then click on your next select criteria in the first column to further reduce your selection. For example, if your first selection was "CPAC" then you would see a listing of CPACs in the first column and you just need to click on the CPAC you want. You can further select by using the radio buttons again. For example, once you see your CPAC selection, you can then choose to see the tickets by Ticket Sub Type.
4	Once the selection process is done, click on the \<View Details> button at the bottom of the screen. This will give you a listing of the pay problem tickets with the ticket number in the far left column.

5	You can then resort the data on the screen by clicking on the <Resort Data> button. The following selections are available: • Ticket Number: the unique number assigned to reported problem. It is assigned sequentially as the tickets are submitted. • Ticket Age: calculated field indicating how many days the ticket has been opened. This date is based on the opened date. • Opened Date: the actual date, hour, minute, and time that the ticket was created (this is the default primary sort). • Ticket Sub type: the type of pay problem submitted (see listing of available choices under Create a new ticket). • Organization Code: the organization code of the employee for that pay problem. • Ticket Employee: the name of the employee for that pay problem (the secondary default sort). • Last Response: the last information entered into the ticket as a response. This field always starts with the date of the response, so the sorting by this field will indicate the last time anyone entered data into the ticket or whether the ticket does not yet have a response. • Owner: the person who currently has ownership of the ticket and is responsible for resolving the problem. If this is blank no one has ownership yet. • Creator: the person who submitted the ticket originally. • Assignment: the group to which the ticket is assigned. For pay problems, they will all be assigned to Pay Problem001. • Servicing Region: the region that services the employee's record.

6	The reports are originally sorted alphabetically by the opened date of the problem ticket; however, the user can change the sort by highlighting the preferred sort on the left and clicking Sort byà . This will move the selected choice to the right column under "Sort by these Columns".
7	Once you have your selection criteria in the right column, you may use the up and down arrows for your sort order. To change the order, highlight the option that must be moved and then use the up or down arrow on the right to move the option up or down.
8	Then click on the <Go to Report> button to see your list of tickets.
9	For an electronic copy of the report, click the <View in Excel> button at the bottom. This will open the report in Excel where you can further manipulate the data and save it as an Excel spreadsheet (note, if saving the report in Excel, change the type of file from text to Excel worksheet).

Inbox Statistics II

What are Inbox Statistics?

The Inbox Statistics tool provides information on timeliness of processing personnel actions (formerly known as the Red-Amber-Green report). This tool can provide consolidated information by region, CPAC location, Command, Inbox Sub-Type, or Inbox Type, as well as information on specific actions to include links to position data, organizational information, and individual RPAs.

Related tools

- Inbox Statistics presents information about **open** personnel actions (including actions that have been completed but not consummated, i.e., the effective date has not arrived). To view historical information about **closed** actions, use the *Review and Analysis* tool, page 105.
- CPOC users can access the same information that is provided by **Inbox Statistics** using *My Stuff,* page 73. **My Stuff** is another way to access Inbox Statistics and other ART tools but they are tailored to each user's organizational location (for example, the user sees inbox statistics pertaining to his/her branch or division only).
- The **RPA Tracker** tool provides access to RPAs for specific employees (based on the RPA number). Both Inbox Statistics and RPA Tracker use the same RPA Viewer to look at individual RPAs. See *RPA Tracker,* page 97.

Benefits of Inbox Statistics

Benefits to CPOC Staff

In-box statistics can be used by CPOC staff members in many ways:
- As a tracker – The staffer can track individual actions quickly and efficiently.
- As a status report – The status of an action is reflected in the Inbox Statistics tool, if the event codes and information are entered timely and accurately.
- As a workload indicator – Inbox Statistics provides numbers and types of actions in individual in-boxes. The staffer can access information on actions initiated by management that are in route to the CPOC for workload planning and forecasting. Team leaders, Branch Chiefs, and Division Chiefs can monitor workload to ensure even distribution of work and resources.

Benefits to the CPAC	Inbox Statistics can be used by CPAC staff members to: • Track actions routed to the CPOC. • Obtain the status of actions. • Reduce number of inquiries forwarded to CPOC
Benefits to Managers	Managers can benefit: • Track initiated actions. • Check status of actions. • Comment on the action at any time during the life of the RPA.
Benefits to Administrative Personnel	Administrative personnel, personnel liaisons, etc., can benefit: • Track actions. • Check status of the RPA(s).
Benefits to Resource Management	Resource management personnel can benefit: • Access and retrieve information pertinent to their organizations. • Ensure proper execution of salary dollars. • Check status of open/closed actions.

NOTE: Users only have access to information based on the level of permissions assigned by the systems administrator.

Color Coding

Color coding	Inbox statistics uses a color scheme to reflect the number of days in the "aging" process for each functional area (management, CPAC, CPOC) or event in the staffing or processing cycle (open announcement, rating, ranking, etc.). Click on <**View Colorization Chart**> (on the layout screen as you are accessing a particular report) to view the chart, part of which is shown here:

Close Window

Status Type	Colorization Values in Days				
	Red	Amber	Yellow	Light Green	Dark Green
Ages					
CPAC Age	2+	2 - 1.5	1.5 - 1	1 - 0.5	0.5 - 0
CPOC Age	84+	84 - 63	63 - 42	42 - 21	21 - 0
Management Age	2+	2 - 1.5	1.5 - 1	1 - 0.5	0.5 - 0
Personnel Age	120+	120 - 90	90 - 60	60 - 30	30 - 0
Events					
01 - Manager	4+	4 - 3	3 - 2	2 - 1	1 - 0
02 - CPAC	2+	2 - 1.5	1.5 - 1	1 - 0.5	0.5 - 0
03 - CPOC	0.8+	0.8 - 0.6	0.6 - 0.4	0.4 - 0.2	0.2 - 0
04 - Classification	12+	12 - 9	9 - 6	6 - 3	3 - 0
05 - Staffing	0.8+	0.8 - 0.6	0.6 - 0.4	0.4 - 0.2	0.2 - 0
06 - Open Announcement	12+	12 - 9	9 - 6	6 - 3	3 - 0
07 - Rating	6+	6 - 4.5	4.5 - 3	3 - 1.5	1.5 - 0
08 - Open Referral	28+	28 - 21	21 - 14	14 - 7	7 - 0
09 - Commited	12+	12 - 9	9 - 6	6 - 3	3 - 0
10 - Staffing Delay	20+	20 - 15	15 - 10	10 - 5	5 - 0
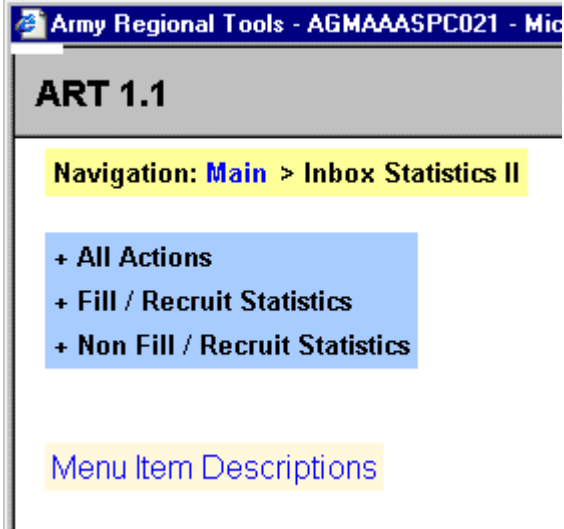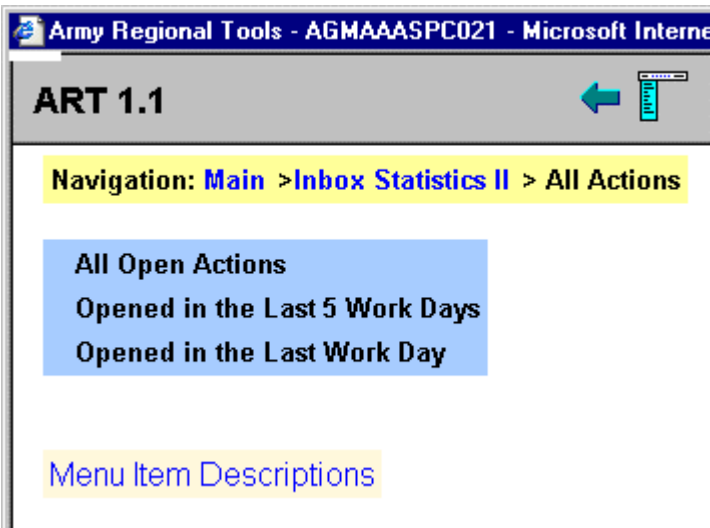
Accessing and Using Inbox Statistics

Using inbox stats

Follow these steps to use the Inbox Statistics tool:

Step	Action

1	From the ART main menu, select *Inbox Statistics II* to access this tool. A submenu displays:
2	Select the type of actions that you want to examine (all actions, fill/recruit, or non-fill/recruit). A further submenu displays:
3	Select the timeframe for the actions you want to examine (all, opened in the last 5 workdays, opened in the last workday (not available for fill/recruit). (The options for actions opened in the last 5 workdays or last workday are particularly useful for CPACs who want to monitor actions being sent to the CPOC from their installation).

4	On the layout screen, use the radio buttons to indicate whether you want to see actions based on total time in management, CPAC, CPOC, in personnel (CPAC and CPOC), or by events:
	• The <**View Layout Details**> button displays information about filtering, grouping, and the level of detail that will be used in the report you have selected. This is provided for information only. • The <**View Colorization Chart**> link displays the colorization chart shown above (see *Color Coding,* page 65).
5	Click on <**Proceed to Inbox Statistics**>.

6	The report displays, sorted by CPAC location. You can change this to Command, event (rating, ranking, etc.), inbox, inbox type (manager, RM, classifier, etc.) or subtype, NOA (nature of action), smart number (RPA number), or UIC by clicking on another of the radio buttons at the top of the table. Note, for many users, this table will not be as lengthy as shown here since you will only see the actions for your organization(s). You can click on <**View Details**> at the bottom of the table to proceed (step 8 below). Here's the same report sorted by inbox type:
7	Use the links in the left column to narrow down your selection (e.g., choose a particular CPAC location or a particular inbox type):

8	Click the <**View Details**> button at the bottom of the table. Depending on the size of the report this can take a moment or two to display:

Note the following on this screen:

- The table contains an entry for each RPA for the selected CPAC (or event or inbox, etc.).
- To view RPA information for a particular action, click the RPA number in the "Smart Number" column (see next step).
- The table scrolls to the right to display additional columns of information, including the current inbox, event time and status, etc.
- The small table at the bottom provides summary statistical information about timeliness of actions.
- The <**Resort**> button allows you to resort the actions by different columns.
- The <**View in Excel**> button exports the table into an Excel spreadsheet for additional manipulation or analysis.
- The "GK" column indicates if the RPA has a gatekeeper checklist. If "Y," you can view the checklist by clicking on the link.

9	To view more information about a specific RPA, click the RPA number link in the "Smart Number" column
	  Army Regional Tools - Microsoft Internet Explorer Close Window **RPA Number:** 01JUN4AGARHR00020640 **Action Requested:** POS_ESTABLISH **Pay Plan-Series-Grade:** -- **Effective Date:** **Proposed Effective Date:** 7/15/01 **Name:** **Nature of Action:** **CPAC Code:** ZZ **Command Code:** ZZ View RPA View Position Information **Enter notes below:** Submit Notes Date Responded: By: Response: • To view the RPA data itself, click the "**View RPA**" link (see next step). • If a position record exists, click the "**View Position Information**" link to view this data (the link will not be active if the position is not in the database). • You can add comments in the "Notes" block (and then click <**Submit Notes**>). These notes will be accessible to other users who view this RPA.

10	The RPA Viewer displays all the data on the RPA itself, plus provides access to the Gatekeeper checklist (if there is one), and (if you scroll down) notes, current inbox (location), and tracking data:

My Stuff

Purpose **Note, this tool is for CPOC personnel.**

My Stuff provides CPOC users with a convenient way to access various ART tools, tailored to the CPOC staff member's organizational location (branch and division, and region) within the CPOC. The tools that you can access from My Stuff are:
- Inbox Statistics
- Helpdesk
- Suspenses
- Organization Viewer
- Review and Analysis

Tailored views The tools available under *My Stuff* are the same as their counterparts accessed from the ART main menu, but they are "tailored" to your organizational location within the CPOC. The branch and division which is used for *My Stuff* is based on the information you provide on the User Preferences window (ART Account Editor) -- see *Initial login (account editor),* page 13.

Accessing Inbox Statistics using My Stuff
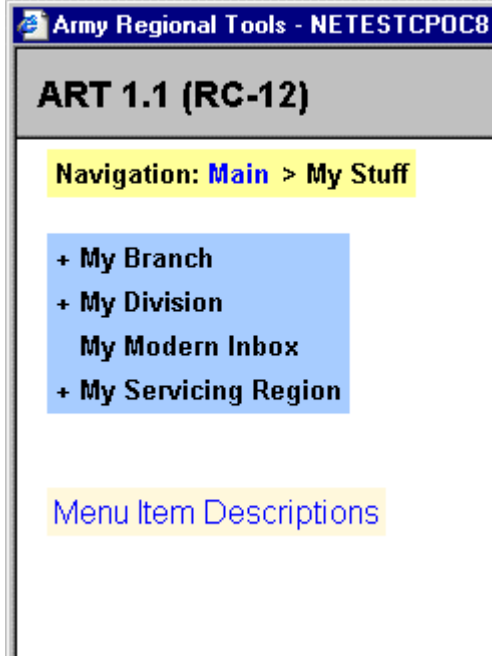
Introduction Follow these steps to access and use the Inbox Statistics tool through *My Stuff*. (which automatically filters the data to your desired organizational level -- branch, division, or region).
- "My Branch" is being used as an example here, but the same steps apply for My Division and My Servicing Region. The primary difference between these options is, of course, the amount of data that will be displayed.
- Additionally, the examples below are using the "all open actions" option, but the other options work the same way also (all open actions, all open fill/recruit, or all open non-fill/recruit).

Step	Action

| 1 | From the ART main menu, select *My Stuff* to access this tool. A submenu displays:

See *Accessing Other Tools using My Stuff,* page 77, for information about **My Modern Inbox.** |
|---|---|
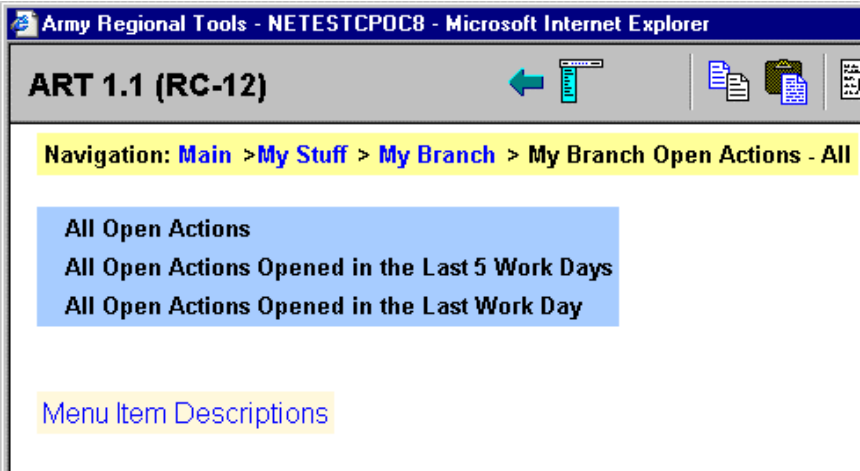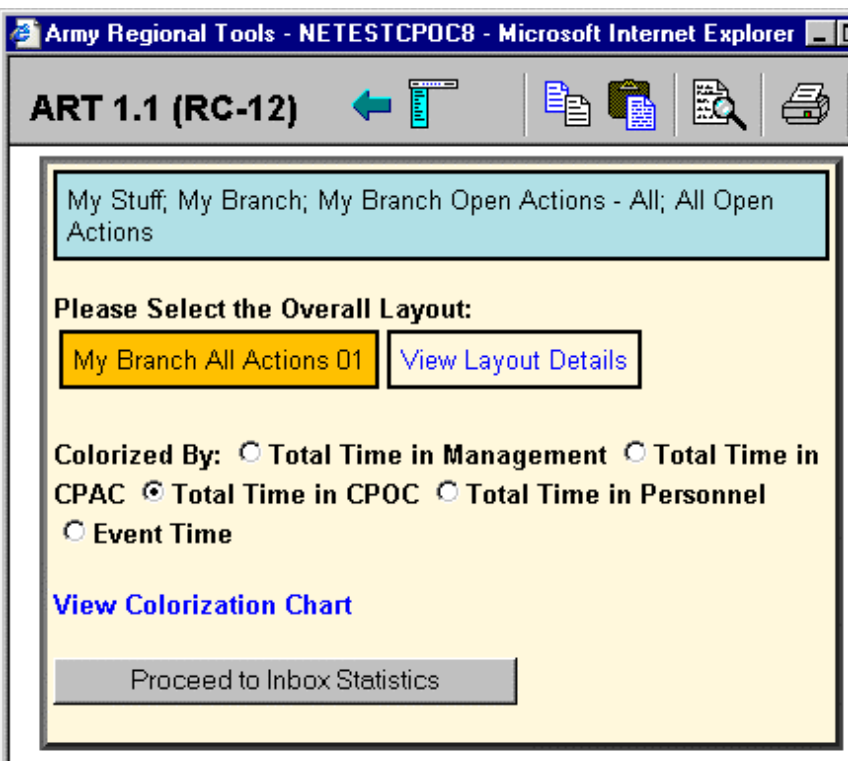
2	Clicking on the Menu Item Descriptions button explains each of the menu selections on the My Stuff menu:
	Information - Microsoft Internet Explorer Close Window **My Branch** Tools under this menu item use layouts that filter the data based on the Branch setting in the user preferences **My Division** Tools under this menu item use layouts that filter the data based on the Division setting in the user preferences **My Modern Inbox** Shows open actions that sit in any inbox that the user is attached to in modern **My Servicing Region** Tools under this menu item use layouts that filter the data based on the Servicing Region setting in the user preferences

3	Click on **My Branch** to see the selections available under that option. Each of the selections uses data from your branch: Note, the same selections are available under **My Division** and **My Servicing Region**, but the data that is pulled for these options pertains to your division and region respectively. See *Accessing Other Tools using My Stuff,* page 77, for information about **My Branch Reports**, **Open Tickets**, and **Organizations**.
4	Click on **My Branch Open Actions - All** to see the selections available under that option:

5	At this point, if you click on any of the selections, the standard Layout screen displays:
	This screen provides information about what data you have selected, provides you the opportunity to colorize by time in different types of organizations (Total Time in CPOC is the default), and allows you to view the Colorization Chart.
6	Click on the <**Proceed to Inbox Statistics**> button to view the open actions in your branch. At this point, follow the same steps you would use if you had selected Inbox Statistics II from the ART main menu (see *Accessing and Using Inbox Statistics*, page 66). The major difference is that the actions displayed will be from your branch only.

Accessing Other Tools using My Stuff

Other tools   In addition to accessing the Inbox Statistics tool as shown above (at the branch, division, or region level), **My Stuff** also provides access to other ART tools.

ART Tool	*My Stuff* navigation path(s)

Review and Analysis - Fill Time report, Classification report (see *Review and Analysis,* page 105)	• My Stuff -- My Branch -- My Branch Reports • My Stuff -- My Division -- My Division Reports • My Stuff -- My Servicing Region -- My Servicing Region Reports
Review and Analysis - Population Statistics (see *Review and Analysis,* page 105)	• My Stuff -- My Servicing Region -- My Servicing Region Reports
Inbox Statistics - for your inbox(es) only (see *Accessing and Using Inbox Statistics,* page 66)	• My Stuff -- My Modern Inbox
Helpdesk -- pay problems, suspenses, QC errors, etc. (see *Helpdesk,* page 32)	• My Stuff -- My Branch -- Open Tickets • My Stuff -- My Division -- Open Tickets • My Stuff -- My Servicing Region -- Open Tickets
Organization Structure -- org codes, cleartext names, tables of position data (encumbered and vacant) for each organizational segment (see *Organizational Structure*, page 85)	• My Stuff -- My Branch -- Organizations • My Stuff -- My Division -- Organizations • My Stuff -- My Servicing Region -- Organizations
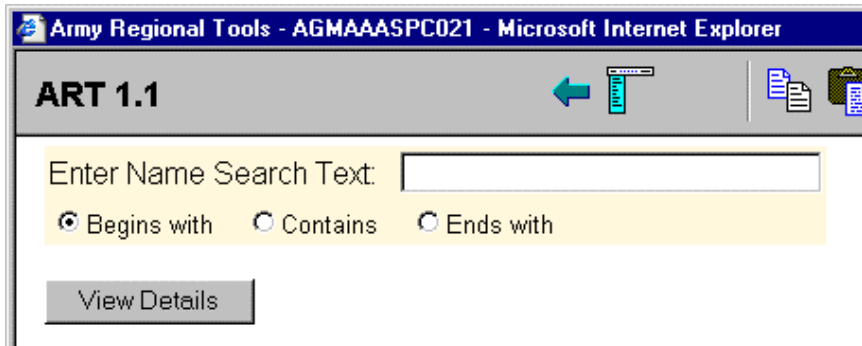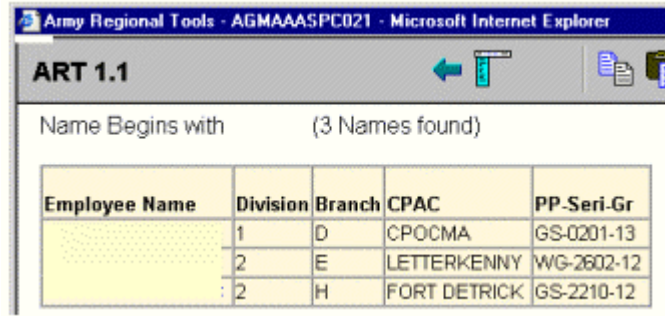
NPA Tracker

Purpose

The NPA Tracker is used to track Notifications of Personnel Actions (NPAs) processed using DCPDS. The NPA Tracker tool allows the user to easily locate and view the NPA (NPAs are retrieved based on the name of the employee). The information provided is the same as that on the formal NPA, although the format of the document is different (not displayed as a "form"). Users may use the NPA tracker to ensure actions are accurately processed. In addition, when using the NPA Tracker, you also have access to the RPA that was used to generate the NPA.

Terminology

- **NPA: Notification of Personnel Action**. This refers to the completed Standard Form (SF) 50 which is the paper notification to an employee that a personnel action has been processed (a copy is also filed in the employee's Official Personnel Folder (OPF)). An electronic copy of this form is maintained in DCPDS.
- **RPA: Request for Personnel Action**. This refers to the "working document" which is submitted by management to have a personnel action taken on an employee (promotion, separation, recruitment, LWOP, etc.). It is similar to a work order in other fields. Once an RPA has been approved and processed, and the effective date has arrived, an NPA is generated and sent to the employee and filed in the employee's OPF.
- See the RPA Chapter in the DCPDS Desk Guide for additional information.

Related tools

Other tools provide information about NPAs and RPAs:

- *Employee Data,* page 25, is an ART tool which provides personnel information about specific employees and can be used to locate and view NPA(s) for a specific employee. Once you have selected a specific NPA, you have access to the same NPA Viewer as is provided in the NPA Tracker tool (described below).
- *RPA Tracker,* page 97, is an ART tool that allows you to track and view RPAs before they have been completed (that is, when no NPA is yet available). Note, once the RPA has been processed and the effective date has arrived, you can use either tool to view the NPA -- however, the NPA Tracker retrieves NPAs by the employee name, and the RPA Tracker uses the RPA number. An additional difference is that the RPA Tracker provides "tracking" information, i.e., who has had the action and for how long, which is not part of the NPA Tracker.
- DCPDS, as the database of record for all employee and NPA data, can be used to view NPAs. Refer to the DCPDS Desk Guide, Civilian Inbox chapter, for instructions for accessing NPAs via your DCPDS inbox.

Retrieving the NPA
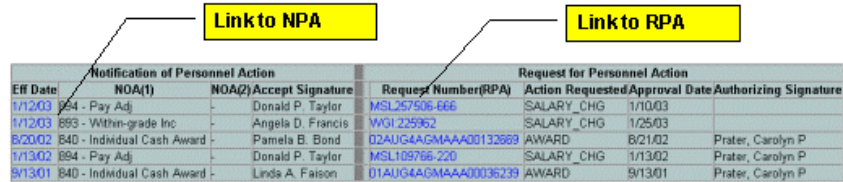
Steps   After logging into ART, follow these steps:

Step	Action
1	Select **<NPA Tracker>** from the ART Main Menu
2	Enter the name (or part of the name) of the employee, then click on <View Details>:
3	If there is more than one employee matching the name information, a list will be displayed. Click on the correct name from the list.

4	A listing of NPAs for the selected employee will be generated. Select the appropriate NPA and click on the effective date to open the action (see NPA Viewer, below). This is the same information that is provided on the "official" Notification of Personnel Action that is printed and provided to the employee and filed in the employee's Official Personnel File (OPF). To view the RPA instead of the NPA, click on the blue link in the "Request Number (RPA)" column instead.

The NPA Viewer

Viewing the NPA

Once you have selected the NPA you want to view, it displays in the NPA Viewer.   This NPA contains the same data that is contained on the actual NPA which is found in DCPDS but it is not displayed as a "form" as it is in DCPDS.   For convenience, the NPA is broken into 3 panels (it is one long document when viewed in ART). Most of the data is self-explanatory but a few notes have been added:

Panel 1

- The top part of the NPA contains identifying information about the employee and the type of action taken.
- Use the Printer icon at the top of the window to print a hard copy.

Panel 2

- This section contains the "from" and "to" information.

Panel 3

- This section contains employee and position data. Notice that there are no notes or tracking information (you must view the RPA to see this data).

OPF Tracker

Purpose

OPF Tracker is a link to the OPF Tracker application, which is a tool used by CPOC and CPAC staff to keep track of the location of employee Official Personnel Folders (OPFs).
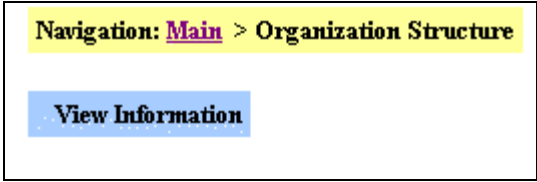
Connecting to the OPF Tracker

The OPF Tracker function can be accessed directly from the ART tool kit. Select <**OPF Tracker**> from the main menu. This link will take you directly to the OPF Tracker (Figure 3-1). You will need your CSU User Name and password for Modern DCPDS to access the Tracker. **NOTE:** Use of the OPF Tracker is restricted to CPAC and CPOC staff members.

Organizational Structure

Purpose	The purpose of the Organizational Structure tool in ART is to provide the user with immediate, up-to-date information about the organization.

Organizational Structure

Organizational Structure Information	The user may access this tool by selecting <**Organizational Structure**> from the ART Main Menu. Follow these steps to use the tool:

Step	Action
1	After accessing the Organizational Structure tool, click on <View Information> (Figure 12-1). Navigation: Main > Organization Structure View Information Figure 12-1.
2	Once you click on <**View Information**>, please be patient while the data loads. Once the data has loaded, you can select from the following: CPAC Location, Command Code, or Unit Identifier Code (UIC). Select the appropriate field and proceed to step 3.
3	The available information is depicted as follows: • Total Organizations • Organizations with Positions • Organizations without Positions • Organizations Pending • Encumbered Positions • Vacant Positions
4	There are two buttons at the bottom of the screen <**View Organizational Clear Text**> and <**View Positions**>. These buttons provide a link to position information and employee information.

Pay Data

Contents　　　This section covers the following topics:

Topic	See Page
Purpose	45
IVRS Interface	45
Pay Data Rejects	48
Pay Data Reverse Interface	50
Pay Data Transaction W3L	52

Purpose

Purpose　　　The purpose of the Pay Data ART tool is to provide personnelists with an easy to use link for different types of Pay Data. The Pay Data tool provides the user with information on IVRS Interface problems, Pay Data Rejects, Pay Data Reverse Interface problems, and Pay Data Transaction W3L reports.

IVRS Interface

IVRS Interface　　The user may access information on IVRS interface problems using this tool. Follow these steps to access the required information:
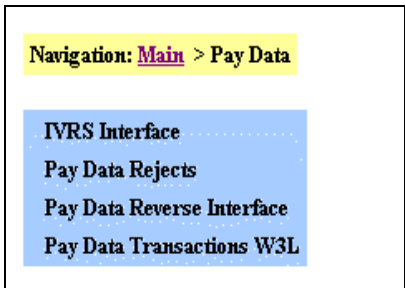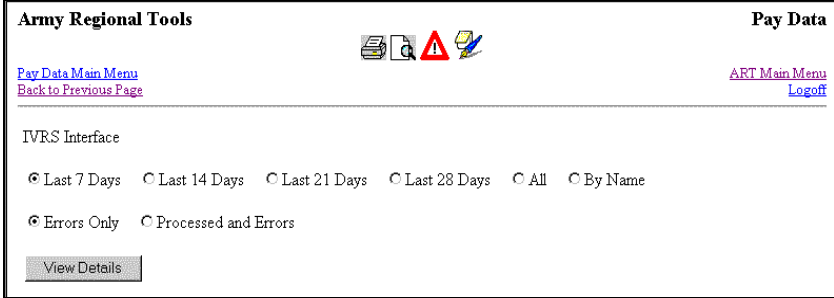
Step	Action
1	Log in to the ART tools; select <**Pay Data**> from the Main Menu. The next screen will reflect the four types of Pay Data information you may select from. At this screen click on <**IVRS Interface**> (Figure 10-1). Navigation: Main > Pay Data IVRS Interface Pay Data Rejects Pay Data Reverse Interface Pay Data Transactions W3L Figure 10-1. Types of Pay Data
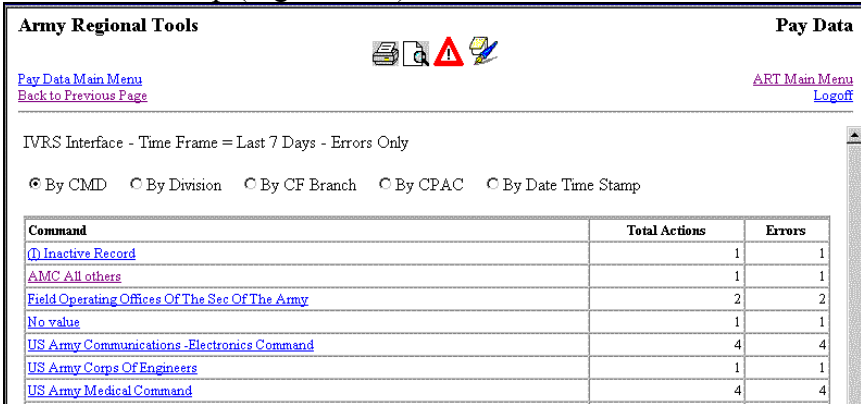
2	After selecting IVRS Interface from the menu, you may select from the following options (Figure 10-2). You may sort data based on the number of days, by all, or by name. In addition, the data may be sorted by "Errors Only" or by "Processed and Errors". After making selections, click on <**View Details**> for specific information. Figure 10-2. Sort Selections – IVRS Interface.
3	After clicking on View Details, you may select from the following categories: Command, Division, by CF Branch, by CPAC, or by Date Time Stamp (Figure 10-3). Figure 10-3. Sort Selections – IVRS Interface.

4	After making your selection by Command, Division, CF Branch, Date Time Stamp, etc., click on the hyperlink in the left column. Figure 10-4 reflects IVRS Interface Problems by CPAC, total actions, and number of errors. Figure 10-5 reflects actions by Date Time Stamp. Figure 10-4. Sort Selections – CPAC Figure 10-5. Sort Selections – Time Date Stamp

5	Click on the category in the left hand column to bring up information for that particular category. Figure 10-6 reflects the sort categories you may choose from, or if you choose to bypass the sort categories, click <**Submit**>. Figure 10-6. Sort Categories.
6	After making the final selections from the sort fields, you will see a screen similar to Figure 10-7. The information pertaining to the employee has been eliminated due to security restrictions. Therefore, only the headings are reflected in Figure 10-7. By clicking on <Date Time Stamp> , the user may view the error(s) and specific information for each type of error. Figure 10-7.

Pay Data Rejects

Pay Data Rejects

The user may access information on Pay Data Rejects problems using this tool. Follow these steps to access the required information:

Step	Action
1	Log in to the ART tools; select <**Pay Data**> from the Main Menu. The next screen will reflect the four types of Pay Data information you may select from. At this screen click on <**Pay Data Rejects**> (Figure 10-1).

2	At the next screen, select from the available options (Figure 10-8). Click on <**View Details**>.

Pay Data: Rejects In

⦿ Last 7 Days   ○ Last 14 Days   ○ Last 21 Days   ○ Last 28 Days   ○ All   ○ By Name

[View Details]

Figure 10-8.

3	Select from the sort fields (Figure 10-9): Command, Division, CF Branch, CPAC, Transaction Date, or Payroll Office ID. Figure 10-9 is sorted by Command. Click on <**View Details**> at the bottom of the screen.

Pay Data: Rejects In - Time Frame = Last 7 Days

⦿ By CMD   ○ By Division   ○ By CF Branch   ○ By CPAC   ○ By Transaction Date   ○ By Payroll Office Id
○ By NOA

Command	Total Actions
Field Operating Offices Of The Sec Of The Army	4
Field Operation And Staff Support Agencies	3

Figure 10-9.

4	Select sort criteria (Figure 10-10), or you may bypass the sort function by clicking on the <**Submit**> button.

How would you like to sort the data:
Employee Name
PP-SERI-GR
Organization
Nature of Action (NOA)
Payroll Office Id

[sort by ->]

[<- remove]

Sort by these fields:

[Submit]

Figure 10-10.

5	Once you click on the <Submit> button, you will be taken to the next screen (Figure 10-11). Click on the <Employee Name> to receive information as depicted in (Figure 10-12). There are many types of information available from this screen: Salary, SCD, TSP, WIGI, NTE dates, Benefits, Training, etc. By clicking on <**NOA**> (Figure 10-11), you can view very explicit information pertaining to the pay data reject. Due to personal security restrictions a representative screen is not available.
	Figure 10-11.
	Figure 10-12.

Pay Data Reverse Interface

Pay Data Reverse Interface

The user may access information on Pay Data Reverse Interface problems using this tool. Follow these steps to access the required information:

Step	Action
1	Log in to the ART tools; select <**Pay Data** > from the Main Menu. The next screen will reflect the four types of Pay Data information you may select from. At this screen click on <**Pay Data Reverse Interface**> (Figure 10-1).

2	At the next screen, select from the available options (Figure 10-13). Click on <**View Details**>.
	Pay Data: Reverse Interface ⦿ Last 7 Days ○ Last 14 Days ○ Last 21 Days ○ Last 28 Days ○ All ○ By Name ⦿ Errors Only ○ Processed and Errors [View Details] Figure 10-13.
3	Select from the sort fields (Figure 10-14): Command, Division, CF Branch, CPAC, Transaction Date, or Payroll Office ID. Figure 10-14 is sorted by Command. Click on <**View Details**> at the bottom of the screen. Select sort criteria as identified in Figure 10-15.
	Pay Data: Reverse Interface - Time Frame = Last 7 Days - Errors Only ⦿ By CMD ○ By Division ○ By CF Branch ○ By CPAC ○ By Pay Date ○ By TIC Id | Command | Total Actions | Errors | | (I) Inactive Record | 245 | 245 | | Field Operating Offices Of The Sec Of The Army | 5 | 5 | Figure 10-14.
4	Select sort criteria (Figure 10-15), or you may bypass the sort function by clicking on the <**Submit**> button. How would you like to sort the data: Employee Name PP-SERI-GR Job Number Organization TIC_ID PAYROLL_ORG_CODE REMARKS [sort by →] [← remove] Sort by these fields: [Submit] Figure 10-15.

5	Once you click on the <**Submit**> button, you will be taken to the next screen (Figure 10-16). Click on the <**Employee Name**> to receive information as depicted in (Figure 10-12) under Pay Data Rejects. There are many types of information available from this screen: Salary, SCD, TSP, WIGI, NTE dates, Benefits, Training, etc. By clicking on <**Job Number**> (Figure 10-16), you can view the position description. By clicking on <**TIC**> you can view explicit information pertaining to the pay data reverse interface error. Due to personal security restrictions a representative screen is not available. Reverse Pay Transactions - Command = Field Operating Offices Of The Sec Of The Army - Time Frame = Last 7 Days - Errors Only - Errors Only | Employee Name	PP-SERI-GR	Job Number	Organization	TIC	Pay Date	REMARKS | Figure 10-16.
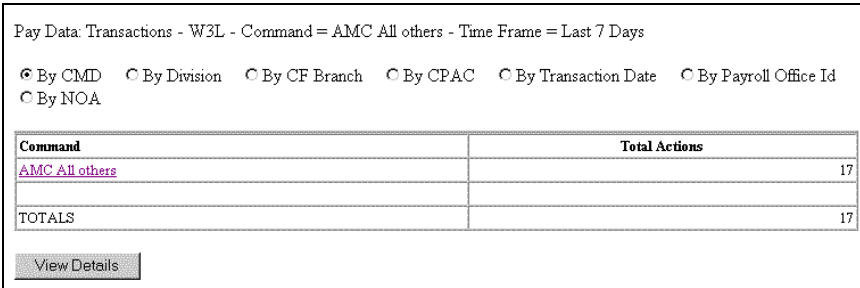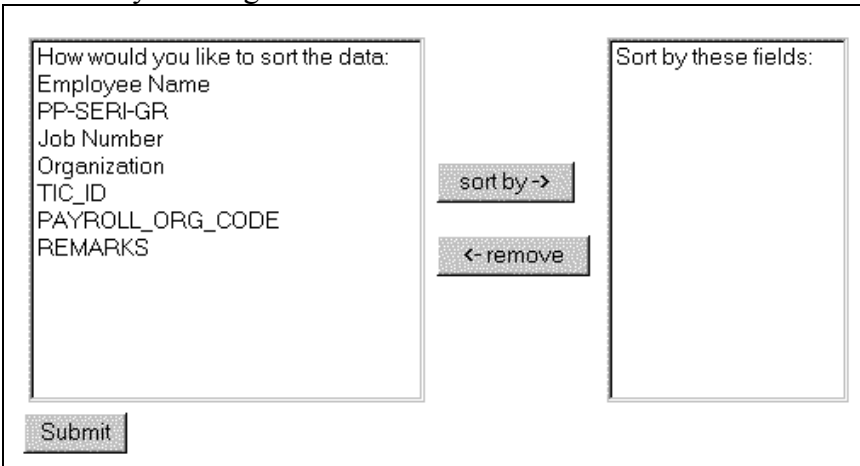
Pay Data Transactions W3L

Pay Data Transactions W3L	The user may access information on Pay Data Transactions W3L problems using this tool. Follow these steps to access the required information:

Step	Action
1	Log in to the ART tools; select <**Pay Data** > from the Main Menu. The next screen will reflect the four types of Pay Data information you may select from. At this screen click on <**Pay Data Transaction W3L**> (Figure 10-1).
2	At the next screen, select from the available options (Figure 10-17). Click on <**View Details**>. Pay Data: Transactions - W3L ⊙ Last 7 Days ○ Last 14 Days ○ Last 21 Days ○ Last 28 Days ○ All ○ By Name [View Details] Figure 10-17

3	Select from the sort fields (Figure 10-18): Command, Division, CF Branch, CPAC, Transaction Date, or Payroll Office ID. Figure 10-18 is sorted by Command. Click on <**View Details**> at the bottom of the screen. Select sort criteria as identified in Figure 10-19.
	Figure 10-18.
4	Select sort criteria (Figure 10-19), or you may bypass the sort function by clicking on the <**Submit**> button.
	Figure 10-19.
5	At the next screen (Figure 10-20), click on the <**Employee Name**> to receive information as depicted in (Figure 10-12) under Pay Data Rejects. There are many types of information available from this screen: Salary, SCD, TSP, WIGI, NTE dates, Benefits, Training, etc. By clicking on <**NOA**>, you can view explicit information pertaining to the pay data transactions W3L error. Due to personal security restrictions a representative screen is not available.
	Figure 10-20

Pay Problems

Purpose

The Pay Problems application in ART provides access to that segment of the Helpdesk that is used to work pay problems. It is an alternative way of accessing the Helpdesk that automatically filters Helpdesk tickets to display only those that are identified as pay problems. See *Pay Problem Reporting Tool,* page 37 (part of the Helpdesk chapter).
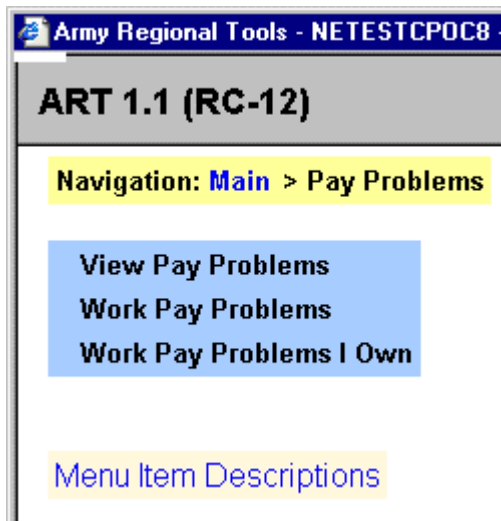
Menu Selection	Refer to…
View Pay Problems	• *Viewing Pay Problems in ART,* page 42 • *Running Pay Problem Reports,* page 59
Work Pay Problems	*Working Pay Problems in ART,* page 49
Work Pay Problems I Own	*Working Pay Problems in ART,* page 49

Phone and Email List
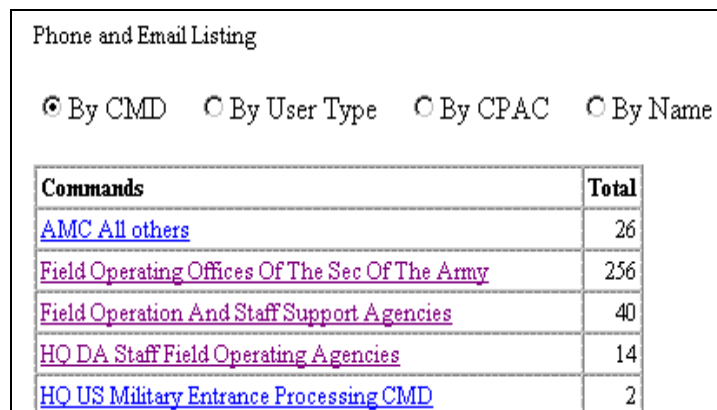
Purpose The ART Phone and Email List tool provides a convenient way to find the phone number(s) and/or email address of other ART users. The information on the phone and email list comes from each user's preferences (see *Initial login (account editor),* page 13).

Accessing Phone/E-mail Lists From the Art Main Menu, select Phone and Email List. You can then select from a list of commands and operating offices (Figure 3-3) or select from one of the following buttons at the top of the Phone and Email Listing screen.

- Command
- User Type
- CPAC
- Name

Figure 3-3. Phone and Email List.

RPA Tracker

Purpose The RPA Tracker provides an easy to use search mechanism for locating and viewing specific RPAs (Requests for Personnel Action) initiated and processed using DCPDS. You can also add notes to an RPA using this tool.

Related tools Although you can use the RPA Tracker to find and view any RPA to which you have access, it is most efficiently used to look for and view one RPA, particularly if you know the RPA number. Other ART tools may be more appropriate in other circumstances -- several tools provide access to the same RPA viewer function:

- *Inbox Statistics II* (page 64), which provides timeliness information about the processing of open RPAs, can be used to locate and view a specific (open) RPA. Once you have selected a specific RPA, you have access to the same RPA Viewer as is provided in the RPA Tracker tool (described below).
- *Review and Analysis* (page 105), which provides timeliness information about closed RPAs, can be used to locate and view a specific (closed) RPA. Once you have selected a specific RPA, you have access to the same RPA Viewer as is provided in the RPA Tracker tool (described below).
- *Employee Data* (page 25), which provides personnel information about specific employees, can also be used to locate and view RPA(s) for a specific employee. Once you have selected a specific RPA, you have access to the same RPA Viewer as is provided in the RPA Tracker tool (described below).
- *NPA Tracker* (page 79) can be used once a personnel action has processed and a Notification of Personnel Action (NPA) has been generated. With this tool you can view either the NPA or the RPA. The major difference between these two is that the RPA record includes tracking information (who had the action, for how long). In addition, the NPA Tracker retrieves records based on the employee's name rather than the RPA number.
- DCPDS, as the database of record for all employee and RPA data, can be used to view both open and closed RPAs. Refer to the DCPDS Desk Guide, Civilian Inbox chapter, for instructions for accessing RPAs via your DCPDS inbox.
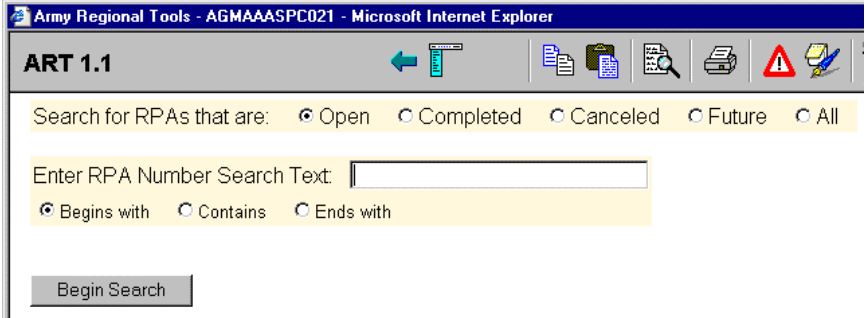
Locating an RPA

**Accessing the
Tracker**

Follow these steps to access the RPA Tracker and locate an RPA:

Step	Action
1	From the ART Main Menu, click on <**RPA Tracker**>.
2	Click one of the radio buttons to select whether you are looking for open, completed (closed), canceled, future, or all RPAs. Then enter the RPA number if available (if you are searching for a specific RPA by number and are not sure of its status, click the "All" button).
	• If you don't know the number, you can use a partial number or you can just enter the wildcard (%) in the RPA number box. However, if you have access to a large number of RPAs, ART will not display more than 1000 records so if your criteria will select more than that, you will receive an error message (see Related Tools, above, for other ways of viewing an RPA if you do not know the number).
	• Click on <**Begin Search**> to locate the RPA.

3	Specify the sort criteria that you want to use on the next screen. This is important if you expect to get a large list of RPAs and need to look for one in particular. Once you've selected the sort fields, click the <Submit> button. • If you don't care about the sort order (or if you are searching for one RPA by its number -- in which case the sort is irrelevant), just click the <Submit> button without entering any sort criteria.
4	A list of matching RPAs will display (or just one if you are searching by the RPA number):

5	Once you locate the RPA that you want to view, click the blue "Smart Num" link to display the basic data window about the RPA:
	  Army Regional Tools - Microsoft Internet Explorer Close Window RPA Number: 02DEC4ALRDST00161127 Action Requested: SEPARATION Pay Plan-Series-Grade: -- Effective Date: 1/31/03 12:00:00 PM View RPA Proposed Effective Date: 1/31/03 View Position Information Name: Nature of Action: 302 CPAC Code: AL Command Code: X8 Enter notes below: Submit Notes Date Responded: By: Response: Done Internet
	- If desired, you can enter a note pertaining to this RPA -- type the note in the Enter notes below area, then click the <Submit Notes> button. Any notes you enter will travel with the RPA and be accessible to others who view or work on this RPA. - Click on the View RPA link to display the RPA Viewer (discussed in the next section).

The RPA Viewer

Viewing the RPA

Once you have selected the RPA you want to view, it displays in the RPA Viewer.   This is the same viewer that is used when you display RPAs from other ART tools (Inbox Statistics, Review and Analysis, Employee Data, etc. -- see Related Tools, above). The RPA Viewer in ART displays the same data that is contained on the actual RPA which is found in DCPDS (including some additional information), but it is not displayed as a "form" as it is in DCPDS.   For convenience, the RPA is broken into 4 panels (it is one long document when viewed in ART). Most of the data is self-explanatory but a few notes have been added:

Panel 1
- Note the Gatekeeper Checklist link at the top of the RPA.   If this link is active (blue), you can view and/or modify the Gatekeeper Checklist for this action. See Gatekeeper Checklist section in the RPA chapter of the DCPDS Desk Guide.
- The top part of the RPA contains information about the requesting office, the type of action being requested, and the subject of the action.
- The Status Remarks section contains any event codes that have been entered by the CPOC pertaining to this action (none are present in this example).

Panel 2   This section contains the "from" and "to" information (similar to what is shown on page 2 of the RPA in DCPDS). In this sample, there is no "to" information since the action is a separation.

Panel 3   This section contains employee and position data (similar to what is shown on page 3 of the RPA in DCPDS).

Panel 4
- The Remarks section contains any remarks that have been added by the CPOC (these are the remarks that are shown on the final NPA when the action is processed).
- The Current/Last Box and Coordinator sections show who currently has the action or who has had the action in the past (respectively).

Review and Analysis

Purpose	The Review and Analysis application provides users with various statistical reports about their civilian workforce population as well as personnel action timeliness reports.

- The **population statistics** report shows such things as numbers of employees, number of supervisors, minority/non-minority statistics, male/female statistics, grade levels, career programs, education levels, etc. From this report, you can drill down and examine individual employee and/or position records.
- The **timeliness reports** cover various personnel actions -- fill actions, non-fill actions, and classification actions -- showing amount of time in management, in the CPAC, and in the CPOC. These reports are based on closed personnel actions. From these reports, you can drill down to examine individual personnel actions.

Related tools

- *Inbox Statistics II,* page 64, provides timeliness information about the processing of open RPAs. It can also be used to locate and view a specific (open) RPA.
- *Employee Data,* page 25, provides personnel information about specific employees. It can also be used to locate and view RPA(s) for a specific employee.
- *RPA Tracker,* page 97, provides access to RPAs for specific employees (based on the RPA number).
- *NPA Tracker,* page 79, can be used once a personnel action has processed and a Notification of Personnel Action (NPA) has been generated. With this tool you can view either the NPA or the RPA.
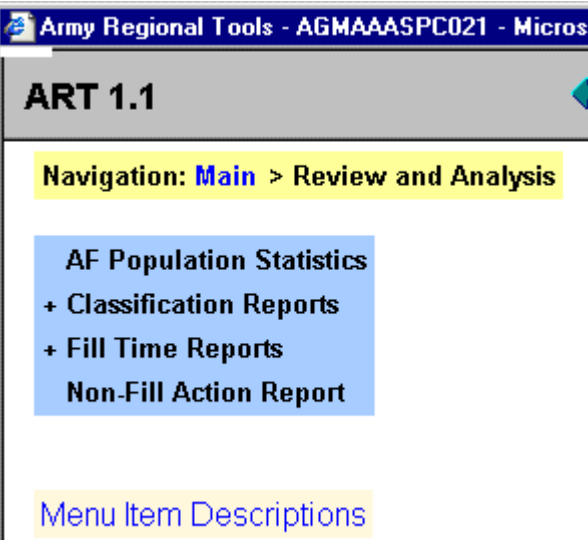
Population Statistics

Purpose   The population statistics report in the Review and Analysis tool provides data about the civilian workforce. Once displayed, you can view the report using any of the following options:
- CPAC location
- Career program
- Command
- Education group (e.g., high school graduates, some college, bachelor's degree, etc.)
- Functional class (applicable to scientific and engineering positions only)
- Grade group (e.g., GS 1-4, 5-8, etc.)
- PATCOB (professional, administrative, technical, clerical, other, blue collar)
- Series (occupational series)
- Supervisory group (first line supervisor, leader, manager, etc.)
- UIC (unit identification code)

Procedures   Follow these steps to view this report:

Step	Action
1	From the ART main menu, select **Review and Analysis**.
2	From the Review and Analysis menu, select AF Population Statistics.

3	On the layout window, click on the <Proceed to Population Statistics> button:
4	When the report displays, it is sorted by CPAC location by default. You can select from the various radio buttons at the top to view the data in other ways (by career program, command, etc.). The columns of the report otherwise remain the same (supv ratio, total population, etc.). The illustration shows the data presented by education level:
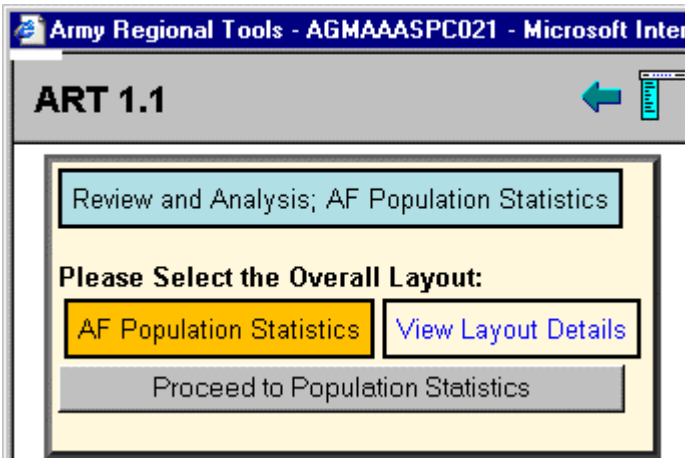
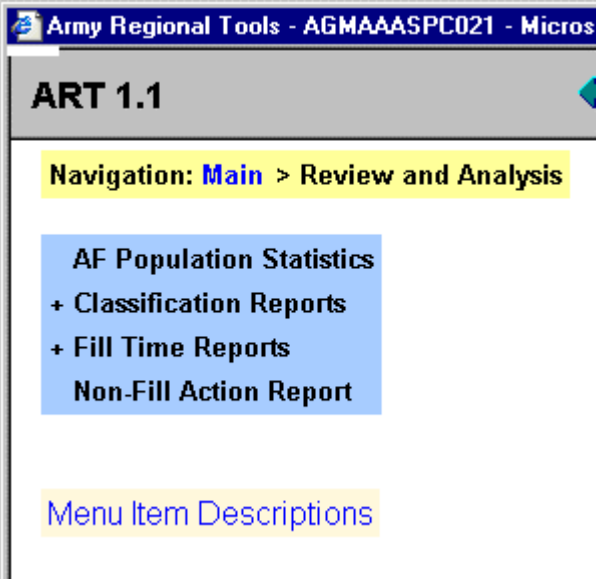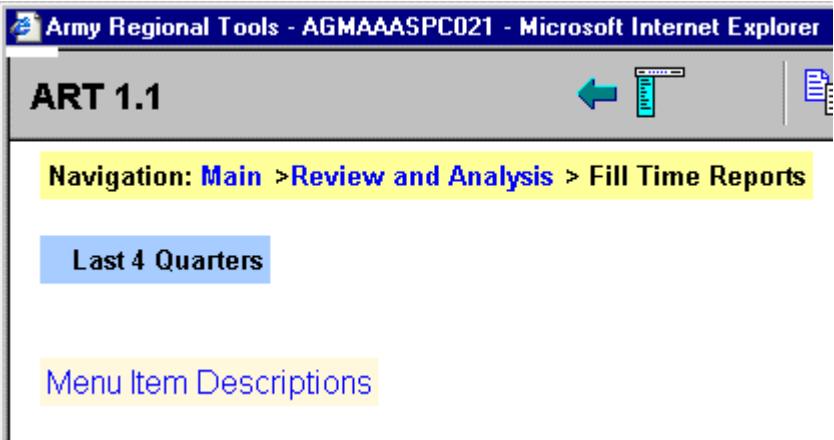|	
4 (con't)	• You can further narrow down the report by clicking on one of the links in the left-most column (in this case, Education Level), and once that displays, selecting additional radio buttons (CPAC, career program, command, etc.). • If desired, you can view the data that comprise the report by clicking the <View Details> button at the bottom of the report. Note that you can only view records in groups of 1000 or less. This is true throughout ART. It will not be a concern if you have access to less than 1000 records, but if you have access to more than that, you may run into this on occasion. To view details from a report with more than 1000 records, you must first narrow down the number of records by clicking on one of the links, then, if necessary, select a different sort for the selected records (e.g., by CPAC, command, grade group, etc.).
5	Here's a sample of the "Details" screen from Career Program 10 (Civ Pers Admin): From here you can click on the links in the "Name" column to display a particular employee's record, or the "Job Number" column to view the position record (similar to that seen when using *Employee Data,* page 25).

Timeliness Reports

Purpose   The timeliness reports in the Review and Analysis tool provide information about the timeliness of processing classification actions, fill (recruit) actions, and non-fill actions. The procedure for generating each of these reports is similar, so we will use fill (recruit) actions as an example.

| Step	Action
1	From the ART main menu, select **Review and Analysis**.

2	From the Review and Analysis menu, select **Fill Time Reports** (or Classification Reports or Non-Fill Action Report):
3	From the Fill Time Reports menu, select Last 4 Quarters (the only option at this time): Next, click on the <**Proceed to Fill Time Report**> on the layout options screen (this screen is not shown).

4	When the report displays, it is sorted by CPAC location by default, and shows the average length of time recruit/fill actions spent in management, CPAC, and CPOC.
	• The classification report shows the same information for classification actions, but also distinguishes between "routine" and "non-routine" classification actions.
	• The non-fill report shows the same information for all types of personnel actions other than recruit/fill, e.g., career promotion, LWOP, awards, etc.).
	• You can select from the various radio buttons at the top to view the data in other ways (by command, fiscal year, month, NOA (nature of action), quarter, or UIC). You can also select one of the CPACs by clicking on one of the blue links at the bottom of the graph.
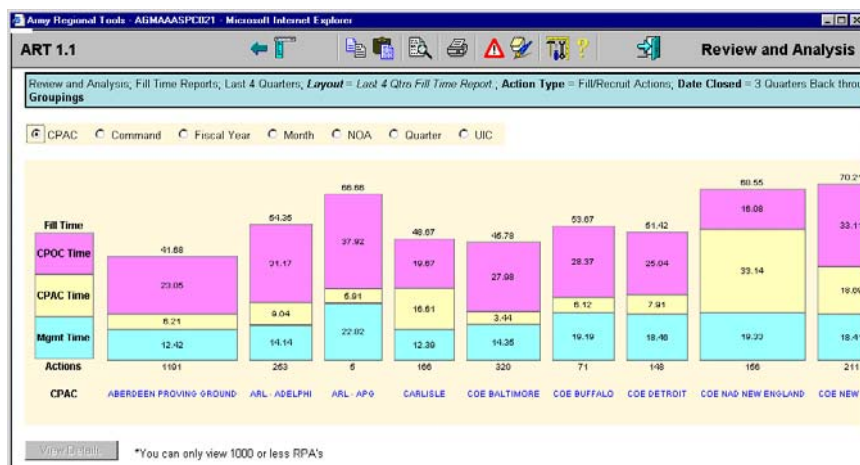
5	If desired, you can view the data that comprise the report by clicking the <**View Details**> button at the bottom of the report. • Note that you can only view records in groups of 1000 or less. This is true throughout ART. To view details from a report with more than 1000 records, you must first narrow down the number of records by clicking on one of the links (e.g., one of the CPACs), then, if necessary, select a different sort for the selected records (e.g., by command, fiscal year, etc.). • Once the detail listing is on the screen, you can view the actual personnel actions (RPAs) that comprise the report by clicking on the "Smart Number" link. This will display the same RPA Viewer window as the *RPA Tracker,* page 97. You can also click on the links in the "Name" column to display a particular employee's record (similar to that seen when using *Employee Data,* page 25). • You can resort the data using the <**Resort Data**> button at the bottom of the detail table, or export the data to Excel for additional analysis using the <**View in Excel**> button. More instructions on these two functions is provided in the *Running Pay Problem Reports,* page 59 (part of the Helpdesk chapter).

Suspenses *(under development)*

Not available   This chapter is under development.